GOVERNMENT OF ANDHRA PRADESH
ABSTRACT

MA&UD Department – Municipal Solid Waste Management-Operational Guidelines for Micro Planning, Work Rationalization and Outsourcing of Work Packages – Uniform Implementation by all Urban Local Bodies – Approved – Orders issued.

MUNICIPAL ADMINISTRATION & URBAN DEVELOPMENT (B2) DEPARTMENT

G.O.MS.No. 279 Dated:31-12-2015.

Read the following:

Ref: 1. G.O.Ms.No.581, MA&UD (G2) Department, Dt.06.11.1996.
2. G.O.Ms.No.30, MA&UD (G2) Department, Dt.18.01.2000.
3. From the Director of Municipal Administration, A.P. Hyd., Lr.Roc.No.13709/2015/M3, Dt.11.12.2015.

….

ORDER:

Swachh Bharat Mission, launched at the National Level by the Government of India, stipulates clean, neat and totally sanitized Cities that are aesthetic, and environmentally healthy and livable. In line with this Mission, Government of Andhra Pradesh had set up Swachh Andhra Corporation to manage the Swachh Andhra Pradesh Programme in a mission mode. The State has a vision of transforming ***Cities and Towns in Andhra Pradesh into neat, clean and litter-free areas for best-in-class livability; health standards; environment, tourism and investment attractiveness.***

2. The Municipal Solid Waste (M&H) Rules, 2000 are applicable to every Urban Local Body. The Municipal Solid Waste Rules, 2000 clearly stipulate the roles and duties of different stakeholders in the entire chain of solid waste management. Non-compliance with the rules by ULBs and not adhering to the time lines are strictly monitored by the Hon'ble National Green Tribunal, which has powers to impose penal actions on the State and Central machineries. Furthermore, the Ministry of Environment, Forest and Climate Change, Government of India, has notified the draft Solid Waste Management Rules, 2015.

3. With this background, after consultation with the relevant experts and discussions in the workshops, the Director of Municipal Administration, Andhra Pradesh, Hyderabad has submitted draft **Operational Guidelines for Micro Planning, Work Rationalization and Outsourcing of Work Packages** and three draft RFPs i.e., (1) for Commercial & Bulk Waste, (2) Mechanical Sweeping and Residential Micro Pockets Management, and (3) Road Sweeping & Drain Cleaning in the reference 3rd read above for approval, stating that issuance of new Operational Guidelines for shifting from **Manpower Outsourcing (Worker)** to **Work Outsourcing System** is required to guide the ULBs for effective implementation of Solid Waste Management (M&H) Rules 2000, NGT recent directives and other relevant regulations in a systematic manner, with reference to Source Segregation, Collection, and Transportation of Solid Waste.

4. The Director of Municipal Administration has also stated that despite orders and instructions for adopting specific practices for outsourcing complete maintenance of sanitation, most of the ULBs have been found to be engaging workers on contract basis for maintenance of sanitation and this has resulted in unsatisfactory sanitary conditions and poor public satisfaction even after spending huge amounts.

5. The Director of Municipal Administration has therefore requested the Government to issue Operational Guidelines for Micro Planning, Work Rationalization and Outsourcing of Work Packages and approve three RFPs.

6. Government after careful examination of the proposals of Director of Municipal Administration vide reference 3rd read above, hereby approve and issue the Operational Guidelines for Micro Planning, Work Rationalization and Outsourcing of Work Packages & three RFPs, in supersession of all Government Orders, Circular Instructions, etc., issued previously on entrustment of works and outsourcing maintenance of sanitation in the ULBs of AP, to enable Urban Local Bodies in the State to implement the above guidelines with immediate effect.

7. The Operational Guidelines and Request for Proposals (RFPs) are enclosed to this order as Annexure – I, II, III & IV.

8. The Director of Municipal Administration, AP, Hyderabad is requested to take further necessary action in the matter.

(BY ORDER AND IN THE NAME OF THE GOVERNOR OF ANDHRA PRADESH)

R. KARIKAL VALAVEN,
PRINCIPAL SECRETARY TO GOVERNMENT.

To
The Director of Municipal Administration, Andhra Pradesh, Hyderabad.
The Managing Director, Swachh Andhra Corporation, A.P. Hyderabad.
All the Commissioners of ULBs in the State (through the Director of Municipal Administration, Andhra Pradesh, Hyderabad).
Copy to:
The PS to Prl. Secretary to Chief Minister.
The PS to Chief Secretary.
The OSD to Minister (MA&UD).
The PS to Prl. Secretary, MA&UD.
SC/SF.

// FORWARDED:: BY ORDER //

SECTION OFFICER.

ANNEXURE – I

Government of Andhra Pradesh

Department of Municipal Administration and Urban Development

MAINTENANCE OF SANITATION

and

SOLID WASTE MANAGEMENT

OPERATIONAL GUIDELINES

for

Micro Planning, Work Rationalization

and

Outsourcing of Work Packages

INDEX

Sl. No.	Contents	Page
1.	**BACKGROUND**	4
2.	**OBJECTIVES**	5
3	**OPERATIONAL GUIDELINES**	5
	A. Micro Planning	5
5.	Enumeration of ULB Level Data	6
6.	Enumeration Methodology	7
7.	Planning of Work Units	8
8	Micro Pocket Planning	8
9	Planning of Commercial and Institutional Zones for Bulk Waste Handling	13
10	Planning of Mechanical Sweeping	14
	B. Work Packages Outsourcing	14
12	Outsourcing of Micro Pocket Work Packages	15
13	Outsourcing of Commercial, Institutional and Bulk Solid Waste Handling Work Packages	15
15	Outsourcing of Mechanical Road Sweeping Work Package	16
16	Outsourcing Work Packages based on Situational Conditions	16
17	Levying of SWM Cess	19
18	Performance Monitoring	19
19	Enforcement of Guidelines	24
20	Levying of Penalties and Enforcement Measures for Citizen Compliance	24
21	Training and Capacity Building	24
22	Community IEC	25

	Annexures in the Guidelines	
23	Annexure-1: Residential Area Enumeration - Ward and Locality Wise Details of Households, Shops and Petty Commercial Units, Streets and Drains	27
24	Annexure-2: Commercial Area Enumeration of Commercial, Institutional and Bulk Waste Generators Details	29
25	Annexure-3: Ward wise Current Staff Deployment	33
26	Annexure-4: Details of the Waste Collection and Transportation Vehicles	33
27	Annexure-5 Format for Planning of Micro Pocket Management	34

Appendices
Appendix-1: Request for Proposal for Outsourcing Commercial and Bulk Waste Collection Work Package
Appendix-2: Request for Proposal for Outsourcing Mechanical Road Sweeping Work Package
Appendix-3: Request for Proposal for Outsourcing Sanitation and Solid Waste Management in Residential Micro Pockets, Main Roads Sweeping and Drains Cleaning - Work Package

1. BACKGROUND

1.1. The State of Andhra Pradesh (AP) consists of 110 Urban Local Bodies (ULB) comprising of 13 Municipal Corporations, 72 Municipalities of different grades and 25 Nagar Panchayats. The total population of the Andhra Pradesh State is 494.00 lakhs and the urban population is 140.00 lakhs constituting 28.34% of the State Population. The ULBs in the State are estimated to generate on an average 6440 MTs of solid waste per day. The quantities of waste are growing 5% annually with the increasing per capita generation and change in living standards.

1.2. From time to time, Government of AP and C&DMA (AP) had issued orders, guidelines and several instructions. Despite these orders and instructions, ULBs are found to be adopting non-uniform practices for collection, handling and final disposal of solid waste without standard norms. Though ULBs are spending substantial budgetary resources on sanitation, the inconsistent practices are ultimately resulting in unsatisfactory sanitary conditions and poor public satisfaction. Besides these deficiencies, some of other major dissatisfactions and limitations, noticed are:

- Non-uniform adoption of standard specifications for micro level planning, route mapping, and workers' distribution that should be based on number and types of waste generating units, road and drain lengths.
- Instead of outsourcing complete work units for maintenance of sanitation, most of the ULBs engage workers from contractors on outsourcing basis.
- These contractors do not pay the minimum wages and not remitting PF and ESI contributions on time. Also, a few bidders have been monopolizing the contracts, but not meeting the service delivery requirements.
- Absence of rationality in the number of workers engaged including permanent public health workers and workers engaged on temporary and contract basis.
- Availability of funds in the ULB is not taken into consideration while outsourcing the maintenance of sanitation.
- Many ULBs have fallen into arrears in making payments to the contract agencies.
- Inefficient contractor management.
- Gaps in resource recovery – recyclables, compostable, combustibles
- Above all, poor sanitary and solid waste management conditions in ULBs and wide-ranging public dissatisfaction with the services

1.3. The above deficiencies necessitated the issue of new operational guidelines, specifying norms for micro planning and preparing separate work packages for sanitation and solid waste management in residential and commercial areas and main and important roads. Also, the guidelines provide norms for shifting from Worker Outsourcing to Work Outsourcing System. Accordingly, the new guidelines are issued superseding all the existing government orders, circulars, instructions on entrustment of works and outsourcing maintenance of sanitation.

2. OBJECTIVES

2.1. Guiding the ULBs for effective implementation of MSW rules, NGT directives and other relevant regulations in a systematic manner, with reference to Source Segregation, Collection, and Transportation of Solid Waste.

2.2. Guidelines for micro planning of the residential, commercial areas and main roads, work responsibilities, and methods for carrying out the sanitation and solid waste management activities.

2.3. Rationalizing the norms for manpower, transportation of vehicles, tools, implements and conservancy materials.

2.4. Guiding the ULBs on the methods of tendering and contract management aspects.

3. OPERATIONAL GUIDELINES

A. Micro Planning

3.1. **Purpose of Micro Planning**

a. Clear demarcation of residential, commercial and main road sweeping pockets for carrying out the sanitation and solid waste management activities

b. Clear assignment of job responsibilities and defining the key performance indicators for the service providers

c. Making realistic estimates of resource requirements in rationalized and standardized manner (manpower , transportation vehicles, tools, implements and conservancy materials)

d. Develop clear resource inputs and results-outputs correlations to achieve standard service delivery results across the ULBs in a uniform manner.

e. Identifying and developing clear wok quantities, key performance indicators and performance monitoring mechanisms, in the event of outsourcing complete work packages to private agencies

3.2. **Work Units**

For efficient handling of the sanitation and solid waste management function, ULBs are required to bundle the related activities into three major work units. Based on the size and work load quantities, each of these units can further be divided into Work Packages

i. Residential Micro Pocket Management, Main Roads Sweeping, Litter Collection and Drains Cleaning

ii. Commercial and Bulk Solid Waste Handling

iii. Mechanical Sweeping of Main Roads

3.3. ULBs need to undertake a microplanning exercise and define the scope of work for the above listed work units**.** The micro planning exercise consists of the following steps.

Step-1: Enumeration of ULB Data

3.4. ULBs need to undertake a detailed enumeration exercise of listing out the number of households, commercial and institutional establishments, and the main and arterial roads and drains as they are situated in each ward. The listing is required to be done by the streets, lanes and bi-lanes in which they are located. For the purpose of the enumeration, the definitions given hereunder are required to be followed without deviations.

A household *is defined as a domestic living accommodation of any type such as: a) any type of a dwelling structure; b) a slum house; c) a multi-floor housing complex of not more than 20 units. For solid waste collection purpose, each of these households will be counted as one unit denoted as a 'Door'.*

Annexure-1 of this guidelines document is to be used for enumerating households, shops and petty commercial units situated in the residential areas.

A Bulk Waste Generating Unit *is an independent building structure or a building complex which houses a) Commercial or Institutional unit(s); b) A high rise building or a gated community of more than 20 units used for either residential, commercial or mixed purposes. For example, any entity such as a restaurant, bank, chit fund office, educational institution, government or private office, religious place, hostel, hotel, training institute, function hall etc., which generate waste in bulk volumes can be classified as a bulk waste generating source. A group of more than 20 dwelling units located in the same complex used for either residential or commercial purpose will also be classified as a bulk waste generator.*

Annexure -2is required to be used for enumerating Commercial and other Bulk Waste Generating Units. The Commercial and other Bulk Waste Generating Units situated in identified main roads, and major market / commercial areas in the ULB are to be enumerated.

For enumerating bulk waste generating units, each gate at which the waste can be handed over to the waste collector should be considered as one unit. Therefore, the name of the building should be enumerated as the bulk waste generating unit. (**Note:** Bulk waste will be collected at the gates of the buildings. It is the responsibility of the building owner on whom the property is registered, to arrange for handing over the waste at the gate of the building to the waste collector)

Roadside vending units are to be considered as bulk waste generators and to be enumerated in the respective roads and streets in which they are located. Mobile vending carts are also to be enumerated in the respective streets / roads in which they normally cart for maximum time.

Measurement of Roads' and Drains' Lengths and Widths: The length and width of the main roads, streets and shallow surface drains situated in the particular localities, wards are to be measured in meters and the data should be captured in **Annexure 1**.

Enumeration Methodology

3.5. The enumeration of the households, bulk waste generators, street side vendors, roads, streets and drains is required to be undertaken following the physical survey method. ULBs are required to form survey teams of 4-5 members for each ward. The identified survey team members should have such educational qualifications and experience to physically go around the ULB, make observations, talk to the households, bulk waste generators and community members to gather relevant information in the given formats. These members are to be given the format as specified in **Annexure -1,** along with a physical map of the ward / zone. Each enumerator should be accompanied by the ward maistry or a senior PH worker supervised by the Sanitary Supervisor. Sufficient instructions are to be given to the enumerators on how they should conduct themselves during the enumeration process. Local Community Organizations, Resident Welfare Associations, local Self Help Groups are to be consulted and involved in the process to achieve 100% enumeration. Sanitary Inspectors supervised by the MHO and the ULB Commissioner should undertake appropriate checking and facilitation to ensure 100 % accuracy of the collected data.

Capturing in-house (ULB) data

3.6. Using the format as given in**Annexure-3**, details of the public health workers who are on permanent rolls and those who are on contract should be captured. Similarly, details of the supervisors, deployed in sanitation and solid waste handling activities also should be gathered.

3.7. **Annexure-4** is required to be used for generating information on the collection and transportation vehicles used for sanitation and solid waste handling activities.

Step 2: Planning of Work Units

3.8. Using the data generated through the enumeration exercise as detailed above, ULBs have to clearly demarcate the area boundaries for taking up maintenance of sanitation and solid waste handling activities for all the three work units as mentioned in paragraph 3.2.

Micro Pocket Planning

3.9. A micro pocket is the smallest work area and the basic sanitation unit in a ward / division for maintaining sanitation and handling of solid waste in primarily residential areas. A continuous area containing between 300 to 350 waste generating units made of households, shops and petty commercial units can be demarcated as a residential micro pocket. Any type of a dwelling structure, a slum house or a dwelling unit situated in a multi-floor housing complex (of not more than 20 households) can be considered as a residential area waste generator. Along with the residential areas, adjoining main roads and the drains situated in those main roads (as per the local situation) also shall be included for undertaking micro pocket management activities

3.10. The Sanitation and Solid Waste Collection Activities in a Residential Micro Pocket include:

a. Collection of source segregated solid waste (wet, dry and hazardous waste separately) at the gates / doors of the households, shops, vendors and public places - Daily
b. Manual sweeping of streets, footpaths, pavements and open spaces and removal of any litter in these areas, and removal of animal carcasses - Daily
c. Cleaning of and removal of garbage, litter, silt or blocks from the street side shallow surface drains – Daily
d. Sweeping of main and arterial roads and all the abutting road surfaces, foot paths and paved areas – Daily
e. Sweeping and Litter Collection in Parking Lots, Foot Over Bridges, Bus Shelters, Sub Ways, Traffic Islands, and any other structure abutting the main roads – Daily
f. Cleaning of Shallow Surface and Storm Water Drains (other than underground sewerage drains)
g. Observe the places of water logging and water stagnation and clear the clogging garbage and silt for ensuing free flow of water.
h. Disinfectant spraying, shrubs cutting, removing earthen heaps and or any other vector control activities as specified by the ULB.
i. Transfer of the collected waste from all the above activities to the points of designated locations such as Transfer Stations, Compost or Material Recovery Yard, Landfill Facility - Daily

3.11. For drawing Micro Pocket boundaries for domestic waste collection and maintenance of sanitation, Ward has to be taken as the basic unit. A ward can be partitioned into '*n*' number of micro pockets, based on the criteria that a micro pocket will have between 300 to 350 residential area waste generating units and the adjoining main roads for road sweeping litter picking and drains cleaning purposes. While drawing the boundary of a micro pocket, it needs to be ensured that the households are closely located and a micro pocket boundary does not cross over to the opposite side of any

main or arterial road. Micro pocket boundaries will be identified by the names and numbers (given by the ULBs) of the streets, lanes and bi-lanes and the main roads. Each Micro Pocket should be given a unique identification number indicating the ULB Code (given by MA&UD department) Ward Number and the Micro Pocket number.

3.12. Such demarcated micro pockets with their unique identification numbers are to be marked or differently colour coded in the base map of the ULB.

3.13. While marking the micro pocket boundaries, route through which the PH workers will collect the waste, and the pick-up / transfer points for transferring the waste into transportation vehicles are to be marked in different colour codes and symbols.

3.14. ULBs can classify the wards into four major categories as given in the box below for allocating the PH workers, based on the work load

High Density – Low Public Movement Wards	**High Density – High Public Movement Wards**
Low Density – Low Public Movement Wards	**Low Density – High Public Movement Wards**

High Density Wards *are such where the households are concentrated in close proximity and thickly populated. In high density wards, the waste generating units of 300-350 in a micro pocket may be situated in a stretch of about 0.5-0.6Kms.*

High Public Movement *Areas are main and arterial roads that house government buildings, markets, commercial complexes, cinema halls, places of public gathering, tourist spots, bus, train, airport transit areas and other places of public gathering. As these areas are thronged by high volumes of transiting population, road sweeping and litter collection will be a challenge in these places.*

Rationalized Norms for deploying Manpower, Transportation, Tools and Implements and Conservancy Materials in the Micro Pocket

3.15. For the purposes of achieving uniform standards of service delivery in maintenance of sanitation and solid waste management across the ULBs, rationalized norms for utilization of manpower , transportation vehicles, tools, implements and conservancy

materials has been worked out.**Tables-1 to 4,** given below provide rationalized norms for engaging manpower and deploying other material resources for micro pocket management. These norms are required to be followed without deviations for achieving optimum productivity and resource utilization.

Table 1: Rationalized Norms for Manpower Deployment
Manpower Allocation
2 PH Workers for each Residential Area Micro Pocket **3 PH Workers in each Micro Pocket which includes main Road Sweeping and Drains Cleaning Activities also.** (The additional worker is allotted for sweeping and mopping of a range of 250 to 300 meters length of the main and arterial roads , and cleaning of drains in that stretch) **Note:** While planning the manpower strength, assuming 10% absenteeism on any day, each sanitary circle (consisting of 3 wards) can be allocated 10 % reserve strength of PH Workers to maintain uninterrupted services to all micro pockets.

Table 2: Rationalized Norms for Collection and Transportation Vehicles
Primary Collection and Transportation (from household to transfer point)
• Push Carts / Tricycles - 1 Each per Micro Pocket, for primary collection • 6-8 number of 60-80 liter HDPE waste bins with lid to each of the push cart / tricycle for collecting source segregated waste. (The push carts / tricycles should be of such a design that the workers will be able to push them with ease with fully filled bins. The floor of the push carts / tricycles should be at such height from the road to enable lifting off the fully filled bins for loading the waste into the secondary transportation vehicle. These bins are necessary for directly transferring the waste from the push carts / tricycles to the secondary transportation vehicles (**Note:** Multiple times manual handling of the waste by tipping the waste on to the road and lifting again should be avoided, as this method creates unhygienic conditions on the streets / roads and increases worker efforts) • 2 number of poly ethylene tarpaulin (80 liters) bags for collecting source separated dry recyclable waste. • Debris, drain silt, road dust, and other inerts should be collected in separate vehicle (other than the vehicle for wet and dry waste collection) at a separate time to avoid mixing of the silt waste with wet organic and dry recyclable waste. • In the cases where Micro Pocket / Ward streets are wide enough for the movement of 3 / 4 wheeler motorized vehicles, these vehicles can be used for primary collection. In this case, these vehicles are required to serve more than one micro pocket / ward depending on the route length and waste volumes required to be covered. • However to mitigate pollution and achieve fuel cost efficiency, it is advised that the ULBs have push carts or battery operated autos for primary collection depending on the prevailing street / road conditions. • It is also advised that diesel autos be phased out gradually wherever they are being

used for primary collection as they are most inefficient in terms of operational costs. In their place, battery operated autos can be planned.

- In the case of all motorized vehicles, based on the volume of the carrying container, the container is to be permanently partitioned with metal separators (welded to the container) in the ratio of 80% (for wet waste) and 20% (for dry high value recyclables

Secondary Transportation Vehicles (for transporting the collected wastes from the primary collection vehicles to the designated transfer stations / storage yards, as planned in the ULB)

Battery Operated Autos (if available)/ Light commercial vehicles (LCV) / Tractor Trailers / Tippers / Heavy Loaders / Compactors

- These vehicles should be used in an optimized manner to cover services to a cluster of Micro Pockets/ Wards.
- To ensure 100% coverage of the allotted area, the primary collection vehicles (waste collectors) are expected to make two or three trips in their micro pockets to collect the solid waste and transport it to the transfer points.
- The success of the micro-pocket management depends on proper transfer without the waste touching the ground and multi-handling and avoiding the bin system, as the bin system is inefficient and gives possibility for the residents to dump mixed waste in and around the bins. The wastes get strewn around and also overflow from the bins causing very unsanitary conditions.
- A suitable route planning (for secondary transportation) should be done for directly transferring the waste from the primary collection vehicle (push cart / tricycle / autos) into the secondary transportation vehicle.
- For each Micro Pocket and Ward, transfer points and timings at which the secondary transportation vehicle can arrive at the transfer points are to be identified and planned. The micro pocket workers need to synchronize their reporting at the transfer point at fixed timings to transfer the waste into the secondary transportation vehicle.
- The secondary transportation routes are to be planned to suit collection of waste from the adjoining micro pockets also to optimize the route plan and vehicle utilization.
- Arrangements for electronic weighing machines are to be made in the transportation vehicle, so that the waste collected from the micro pockets will be weighed for each round of transfer and data recorded by the driver / loader and the responsibility for this activity should be fixed.
- The Nagara Deepika accompanying the micro pocket collection vehicle should ensure that the weighment is done and the data recorded correctly.
- The secondary transportation vehicles are to be planned to ensure that they make 2 trips to collect the solid waste (both wet and dry in separate partition) and 1 trip to collect drain silts and road sweeps.
- The required number of vehicles should be suitably planned for each circle and the Sanitary Supervisor will be responsible for optimum utilization of the vehicle, ensuring that vehicle operations with right quantities of fuel utilization are carried out.

Table 3: Rationalized Norms for Tools and Implements			
Tools & Tackles	**NOs.**	**Tools & Tackles**	**NOs.**
Plastic Bins(60 – 80 Lts) ('Plastic Dabbalu')	8	Rakes for Scrapping ('Rekulu')	6
Tubs (15 – 25 Lts) ('Gumpa')	4	Sickle ('Kodavali')	2
Hand Spades 9" ('Chethi Para')	3	Axe ('Goddali')	1
Drain Spades 6" ('Kalva Para')	3	Crowbar ('Palugu')	1
Drain Spades 12" ('Kalva Para')	2	Heavy Knives ('KommaKathhulu')	1
Long Handle Forks ('Dantenalu')	1		

Table 4: Rationalized Norms for Tools and Implements	
Conservancy Materials	**Quantity /Month**
Disinfectant Spraying with Lime Powder / bleaching powder(calcium hydroxide) with required mix of chlorine Currently, large quantities of lime powder / bleaching powders are sprayed along the road boarders during VIP visits, whereas bleaching powder should be used in minimum quantities to treat blackspots (open heaps) and hot spots (open urination/defecation spots) after cleaning. Waste heaps should be avoided by reducing multi-manual handling methods, which in turn will reduce need for bleaching power spraying. Preventing open urination / defecation will further reduce use of disinfectant spraying indiscriminately.	10-12 kg per month
Vector Control: Spraying Abate-Temophos monthly 5 ml :20 Liters water:	2 Liters per month
Vector Control -Anti-larvae oil Monthly Note: Monsoons and Post-monsoon seasons are the peak times for mosquito breeding requiring more focused care for anti-larval and adult mosquito fogging. Day-time fogging with handheld machines in resting places under culverts should be done regularly.	25 Liters
At the ward level, one number each of Mosquito Sprayer and Fogging Machine needs to be used	

3.16. After planning all the resources for micro pockets as per the local requirements, the details are to be entered into the format given in Annexure – 5.

Planning of Commercial and Institutional Zones for Bulk Waste Handling

3.17. The areas / pockets that comprises of commercial and institutional establishments, and large dwelling units that generate waste in bulk quantities are to be demarcated as Commercial and Institutional Bulk Waste Zones. Major categories of Bulk Waste Zones are :

a. Main and arterial roads, major streets and market areas in which trading, shopping, commercial and institutional activities are being carried out. (e.g., shopping malls, hotels, restaurants, cinema halls, marriage and function halls, shops, retail outlets, hostels, offices, religious places, commercial complexes, markets etc.)

b. Multistoried complexes, gated communities which have more than 20 units used for either for residential or other multipurpose use.

3.18. Depending on the size of the commercial activities and the physical spread of these commercial and institutional establishments in the ULB, a ULB can have more than one Commercial bulk waste zone.

3.19. As was done for identification of micro pockets, the commercial bulk waste zones are also to be marked or differently colour coded in the base map of the ULB.

3.20. The sanitation and bulk waste collection activities that need to be carried out in the bulk waste zones are

a. Collection of source segregated solid waste (wet, dry and hazardous separately) at the gates or appointed places within the buildings or premises of the bulk waste generators.

b. Transfer of the collected waste to the points of secondary transportation or to the designated handling facilities in the ULB.

3.21. Table-5 given below provides rationalized norms for deploying manpower, transportation and other material resources.

Table5: Rationalized Norms for deployment of Manpower, Transportation and Other Resources for Bulk Waste Collection
Manpower Norms
• For small vehicles (autos, Tata Ace) = 2 workers + 1 Driver • For big vehicles (Tippers, Tractors) = 4 workers+1 Driver • For Dumper placer and Compactor vehicles = 1 helper + 1 driver.
Primary Collection and Transportation Vehicles
Motorized vehicles of 1 ton capacity, and LCV / Tipper / Tractor Trailers any other suitable smaller (e.g., auto / tempo) vehicle to move in the narrow lanes

• Required number of vehicles is to be deployed based on the roads, number of bulk waste generators and the quantities of waste. • The technical committee set up for estimating the work quantities should arrive at the vehicle requirements suiting ULB requirements. • The vehicles are to be designed with separate compartments (80% space for wet waste and 20% waste for dry recyclable waste or as may be the case, based on the generation of waste in the ULB
Secondary Transportation Vehicles
Motorized vehicles of 1 ton capacity, and LCV / Tipper / Tractor Trailers • The number and types of vehicles can be arrived at based on the local requirements and the location of the transfer stations / storage yards / compost yards • The vehicles are to be designed with separate compartments (80% space for wet waste and 20% waste for dry recyclable waste or as may be the case, based on the generation of waste in the ULB

Planning of Mechanical Sweeping

3.22. Based on the conditions of the roads and the financial capacity of the ULB to bear the costs, specific road stretches can be swept by mechanical sweeping. Corporations and Special Grade ULBs which may have well paved longer roads, shall deploy power driven mechanical sweeping machines for specific stretches

B. WORK PACKAGES OUTSOURCING

3.23. Instead of taking workers on contract basis for deployment in PH activities, ULBs are required to shift to a system of outsourcing complete work packages to any registered legal entity/ society / contractor / agency that are covered by income tax and other statutory regulations. The system of outsourcing complete work packages is meant for getting the following benefits to the ULBs as measurable operational results

- Better delivery of services.
- Compliance to MSW rules & NGT directives.
- Availing better technology, management methods and capital through private, social sector and CSR participation
- Overall positive impact on the living environment by mitigating pollution and environmental hazards.

3.24. Outsourcing complete work packages has several advantages over the system of engaging workers only on contract basis. The invitations / Request for Proposals (RfP) will include responsibilities of the outsourced partner for satisfactory execution of the works as per the objectively verifiable service level indicators.

3.25. **Outsourcing of Micro Pocket Work Packages:**

For outsourcing micro pocket Work Packages, ULBs are required to adopt the following steps.

Criteria for identifying number and location of micro pockets for outsourcing

i. The available permanent PH workers on the rolls of the ULBs are to be fully allocated for all micro pocket management activities in the wards that are identified as high density low public movement and low density low public movement areas. . Those workers who are under suspension or undergoing any disciplinary actions should not be allocated to any micro pocket. While allocating the permanent workers, they should be allocated for the following activities.
   a. Micro Pocket Management – (Gate-to-gate solid waste collection, street sweeping, litter collection, drains cleaning, disinfectant spraying, vector control, removal of weeds and unwanted vegetative growth, berms cutting, removal of animal carcasses from residential areas and the main and arterial roads that are part of the micro pocket.)
   b. Loaders for Secondary Transportation
   c. Gang Work

ii. After allocating Permanent PH workers for activities a, b, & c as above, allocate 10% as additional reserve workers only for the micro pockets where only 2 PH workers were planned (refer Table 1: Rationalized Norms for Manpower Deployment). This provision is given to cover for absenteeism of the workers for micro pocket activities.

iii. By following steps i& ii as detailed above, identify the number of micro pockets and the respective wards that can be served by the permanent PH workers.

iv. The remaining micro pockets and the respective wards should be earmarked for outsourcing.

v. The micro pockets that are earmarked for outsourcing are to be bundled into 2-3 work packages, covering the rest of the ULB other than those micro pockets and wards that are identified for services by the ULB permanent staff. As an illustration, each work package for outsourcing may contain 80-100 micro pockets. However, ULBs can decide on the number of micro pocket work packages that can be outsourced, not exceeding three.

3.26. **Outsourcing of Commercial, Institutional and Bulk Solid Waste and C&D Collection and Transportation**

The Commercial, Institutional and Bulk Solid Waste Collection and Transportation activity shall be outsourced as a complete work package. The activities and responsibilities for executing this package of activities are explained in paragraphs 3.16 to 3.20 as given above. ULB shall suitably make the RfP, following the model RfP given in Appendix - 3 and shall procure the services of a competent bidder. Based on the size and spread of the commercial activities in the ULB, the required number of

packages can be worked out. Municipal Corporations and larger Special Grade ULBs may have 2-3 Commercial and Bulk Waste Wok Packages, whereas other smaller ULBs may have one work package for commercial, institutional and bulk waste collection and transportation. For deciding upon the work packages, ULBs shall consider the financial viability on the part of the ULB to outsource this activity as a permanent arrangement.

As the approximate quantities of C&D waste that need to be lifted and transported to designated places cannot be determined based on some norms, lifting of this component is to be outsourced to the successful contractors as an additional work on rate contract basis. As and when the C&D wastes are to be lifted, the ULB will notify the contractors and make payments separately according to the work executed by them. To this effect, ULBs shall set up a process to enable citizens approach ULB for service at a quantity based fixed rate. The citizen can make the specified amount through a challan and this amount will be transferred to the contractor after completing the lifting.

3.27. Outsourcing Mechanical Sweeping

Mechanical Sweeping of the select road stretches based on the road conditions (well paved longer roads)can be outsourced as a complete work package.

3.28. Outsourcing Work Packages based on Situational Conditions

The entire micro-planning exercise is to ensure that the work outsourcing system is followed letter and spirit in all the ULBs of AP. However, procuring the services through work outsourcing as three different work packages may not be financially viable for all the ULBs. Therefore, ULBs can follow the decision matrix as given in the Table-6 below.

Table 6: Decision Making Matrix for Work Outsourcing

Residential Area and Main Roads Sanitation, Solid Waste Collection and Drains Cleaning	Commercial and Bulk Waste Collection and Transportation	Mechanical Sweeping
1. Adjust all the available permanent workers to as many micro pockets as possible 2. Outsource the remaining micro pockets	Outsource	Outsource
• In case, where outsourcing the works as independent work packages is not possible, create one package for outsourcing after adjusting the existing permanent workers to as many micro pockets as possible. • Where Mechanical Sweeping is not feasible, this package need not be considered , as the sweeping and litter collection in the major road areas will be carried out by the respective micro pocket workers		

3.29. Irrespective of the number of packages and activities that are outsourced, ULBs are required to provide personal protective wear like caps, masks, gloves, radium jackets and raincoats to their own PH workers as indicated in the table-7 below.

Table 7:Personal Protective Wear

S. No.	Personal Protective Wear / per Year	No's
1	I.D. Cards	1
2	Caps	2
3	Gloves	12 pairs
4	Masks	12
5	Radium jackets	2
6	Rain Coats	1
7	Gum Gloves & Gum Boots	1

All the ULB Supervisory staff should be instructed to wear prescribed uniforms without fail to facilitate the citizens to approach them (the supervisory staff) for any service requirements or for redressing their grievances. Any negligence in this aspect should be treated as work dereliction and suitable disciplinary actions shall be initiated.

3.30. In all the cases of works outsourcing, the contractors are to be instructed to provide necessary personal protective wears to their workforce. It also should be instructed that that their supervisors shall make themselves approachable to the citizens for any service requests in the respective works. .

3.31. **Estimation of Work Quantities for Outsourcing**: The ULBs shall constitute a 4-member technical committee which includes

1. MHO/SS/SI
2. SE/EE/DEE/AE
3. DCP/ACP/TPO/TPS/TPBO and
4. Manager

The Engineer in the committee will head the committee and the Municipal Commissioner shall give orders/proceedings accordingly.

a. This Committee shall prepare the detailed financial viability estimates of the total work packages based on the quantum of the work to be outsourced.
b. This committee will also evaluate the tenders received and give recommendations.
c. After adjusting for the requirements for the ULB managed micro pockets, the number of vehicles and any machinery available in excess, shall be given to the contractor for proper utilization along with the operations and maintenance responsibilities of such vehicles and machinery.
d. While preparing the estimates of quantities for outsourcing work packages, this above mentioned aspect should be considered and clearly accounted for as:

i. Work Package Estimate if the contract awardee will be given ULB owned vehicles and machineries to operate and maintain (OR)
ii. Work Package Estimate if the contract awardee will have to bring own vehicles and machineries to operate and maintain.

3.32. Qualified and experienced agencies from private sector, social service agencies and corporate social responsibility (CSR) applicants are to be invited to participate in the Quality Cost Based Selection (QCBS) tendering process. The bidder is required to consider the complete work package as a single deliverable output, including the costs incurred towards engaging the required manpower, transportation vehicles, tools, implements and conservancy materials, operations and maintenance, and all other costs and contingencies which are mandatory to deliver and service the work package. These conditions will be clearly brought out in the respective tender conditions, request for proposals (RfP) and contract agreement documents. Suitable penalties and subsequently terminating the contract for continuous failure in meeting the service level agreements are also to be clearly indicated in the RfPs and Contract documents. The ULBs shall enter into agreement with the successful bidders and the agreements shall be registered.

3.33. To facilitate the ULBs for developing appropriate RfPs, model RfP Documents have been prepared and are enclosed as Appendices. ULBs are required to use these RfPs, after suitably incorporating ULB specific information for tendering purposes. (Note: These RfPs are separately given and not included in this Guidelines document)

Appendix-1: Request for Proposal for Outsourcing Work Package for Residential Micro Pocket Management, Manual Sweeping of Main Roads, Litter Picking and Cleaning
Appendix-2: Request for Proposal for Outsourcing Commercial and Bulk Waste Collection Work Package
Appendix-3: Request for Proposal for Outsourcing Mechanical Road Sweeping Work Package.

3.34. When the RfPs are floated, a single bidder can bid only for any one of the work packages, as fair competition should be encouraged among the service providing contractors to deliver quality services on comparable standards.

3.35. The contractors who win in the competitive bidding process will be required to engage those contract workers who are currently working in maintenance of sanitation and solid waste management activities. This will be a compulsory contractual condition for awarding contracts to the successful bidders, who win the contracts on technical and financial considerations.

3.36. The model RfP clearly specifies that the contract awardee will adopt all fair labour practices and will regularly make payments of monthly wages and also will remit the statutory payment such as PF and ESI subscriptions on time and regularly. Releasing of contractor's payments will be subject to the condition that the contractor shows proof of payment of monthly wages and remittance of PF and ESI subscriptions for the previous months. A notarized undertaking to this effect by the bidder is stipulated as an essential attachment for qualifying in the bid process.

Levy of SWM Cess

3.37. The draft Solid Waste Management Rules, 2015, issued by the Ministry of Environment and Forests, Government of India stipulates in section 13 (c) that ' ULB shall prescribe from time to time user fee as deemed appropriate and collect the fee from the waste generators for the sustainability of collection, transportation, processing and disposal of solid waste'. For guiding the ULBs in this aspect, separate government orders / guidelines will be issued for levy of user fee in the form of SWM Cess.

Identification of Designated Places and Following Scientific Waste Management

3.38. ULBs are required to identify suitable locations for depositing the collected waste from the processes as detailed above by the contractors / ULB PH teams. ULBs are further required to strictly adopt suitable upstream processes for treatment and final disposal of solid waste as instructed in the draft Solid Waste Management Rules, 2015.

Performance Monitoring

3.39. Performance Monitoring, based on objectively verifiable indicators is a very critical intervention to ensure the achievement of envisaged results. Ongoing monitoring of the field activities that are carried out by the ULB staff and the outsourced agencies by the senior officials of ULB under the management and supervisory guidance of the Commissioner is an important component. Tables 6 to 9 given below, identify various performance parameters on which the service delivery efficiency of the ULB service personnel and contractors will be measured. ULBs shall engage the services of Nagara Deepikas / members of SHGs who have good track record and acceptance to the community for supervising micro pocket, street sweeping and sanitation activities. (Separate instructions will be given in this regard).

3.40. Suitable processes for data recording, collation, analysis, performance evaluation and reward and penalty mechanisms will be separately communicated for adoption by ULBs.

3.41. At the state level, initiatives are underway for deploying web and mobile enabled tools to regularly monitor the performance efficiency of the service delivery arrangement. Some of the interventions are :

- Registration of telephonic calls from the citizen for reporting non receipt of services
- Time and geo tagged logging by the service providing workers – Reporting for the work, uploading the data on the quantities of waste collected; Reporting on the work parameters allocated to them etc.
- Citizen complaints &provision for uploading photographic evidences of service failures
- Obtaining citizen feedback through Interactive Voice Response System (IVRS)
- GPS based monitoring

3.42. Besides these real time data monitoring, the following interventions shall also be initiated:

- Daily Monitoring by Sanitary Inspector
- Weekly Monitoring by Sanitary Supervisor
- Bi-monthly Review and Corrective Actions by Municipal Health Officer
- Random Inspections by the Municipal Commissioner
- Random verification and signing of the log book by nominated Resident Welfare Association Representative (who can change on rotational basis) and Acknowledgement by Micro Pocket Management Committee
- Regular inspection with photographic evidences by the Inspection Vehicle
- Complaint Logs monitored by Municipal Health Officer and random verification by the Municipal Commissioner
- Periodical Stakeholder Satisfaction Surveys to be undertaken and based on the feedback
- Periodical Social Audit with the involvement of City Sanitation Task Force and Committees

3.43. Summing up data inputs from all these sources, a final performance score card will be arrived at for each of the service provider. Based on the evaluation, penal actions will be initiated for continued non-performance or severe lapses in performance. The penal actions will be in the form of

- Levying penal charges and automatic deduction from the monthly payments to the contractors.
- Termination / non-renewal of contracts
- Debarring the contractor from awarding any contracts form any ULB in the State.

Similarly, suitable disciplinary actions shall be initiated on the ULB functionaries, for failure to deliver the allocated responsibilities.

3.44. Tables 8, 9 and 10 given below provide the performance indicators for the work packages and also formulae for levying penalty and termination of contracts. The detailed processes to be adopted for this purpose will be communicated separately.

Table 8: Service Level Performance Indicators (KPIs) for Micro-Pocket Management and Formula for Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weight age	Formula for Levying Penalties and Contract Termination
Coverage	100% collection coverage daily is the key to prevent indiscriminate littering & disposal - Providing collection service at least 6 out of 7 days is a top priority	100%	20%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition :** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
Segregated Collection - Weighment at Micro Pocket Transfer Point and at the Designated Place	Collection of the dry and wet waste in the quantities within the range as per specified by the ULB (to ensure that the coverage targets are achieved fully)	80% (80% Wet 20% Dry)	20%	
Dust free and litter free roads, Free flow drains without chocking	Sweeping for removal of dust creates clean and aesthetic look to the ULB and is a top priority Manual Collection of Litter at regular intervals and sweeping of pavements, Road margins, Bus Stops, FOBs, Subways and areas where mechanical sweeping is not possible.	80%	10%	
Citizen Complaints & Resolution Within 24 hours	Complaint and redressal reports	90 %	10%	
Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off	Payment receipts	100%	20%	
Worker and Supervisor Absenteeism	100% attendance of allotted manpower is a priority as there is provision for reserve PHWs	100%	10%	
Social Audit / IVRS Satisfaction Levels	Audit Reports, IVRS reports	90%	10%	

Table 9: Service Level Performance Indicators (KPIs) for Commercial and Bulk Collection activities and Formula for Levying Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weight-age	Formula for Levying Penalties and Contract Termination
Coverage	100% collection coverage daily is the key to prevent indiscriminate littering & disposal - Providing collection service at least 6 out of 7 days is a top priority	100%	30%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition:** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
On time lifting of C&D waste	On time lifting of C&D waste upon service request by the ULB	100%	20%	
Citizen Complaints & Resolution Within 24 hours	Complaint and redressal reports	90%	10%	
Payment of Salary, PF, ESI, Protective Wears and one day Weekly Off	Payment receipts	100%	20%	
Worker & Supervisor Absenteeism	Muster reports	100%	10%	
IVRS Satisfaction Levels	IVRS reports	90%	10%	

Table 10 : Service Level Performance Indicators (KPIs) for Mechanical Sweeping and Formula for Levying Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weightage	Formula for Levying Penalties and Contract Termination
Coverage	GPS Reports	100%	30%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition :** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
Down time occurrences	Daily Downtime Logs	Zero Down time	15%	
Punctuality & Clean Dust Free Roads	Daily Run time Logs and Daily Random Checks	90%	15%	
Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off	Payment receipts	100%	15%	
Worker and Supervisor Absenteeism	Muster reports	100%	15%	
Maintenance of GPS system with related infrastructure Data Management & Reporting	Monthly Reporting& Logs	100%	10%	

Enforcement of Guidelines

3.45. Municipal Commissioners are required to ensure implementation of the guidelines issued for micro planning, micro pocket management, bulk waste handling, street sweeping etc., without fail. RDMAs and DMA will monitor the municipal commissioners for compliance with these guidelines.

3.46. Municipal Commissioners will suitably entrust the responsibilities to the Municipal Health Officers, sanitary inspectors, and sanitary maistries and other senior officials in the ULB. Suitable disciplinary actions should be initiated for non-compliance with these instructions on the concerned.

Levying of Penalties and Enforcement Measures for Citizen Compliance

3.47. As instructed in draft MSW Rules 2015 issued by Government of India, waste generators are required to do source level segregation into a) biodegradable organics, b) household hazards, and c) dry recyclable materials and handover these to the public health staff as per the schedules specified by the ULB.

3.48. Penalties will be levied on the citizens / repeat violators, if they

i. Fail to handover waste, despite the visit of the service provider
ii. Fail to handover waste in segregated manner
iii. Resort to public littering.

Suitable mechanisms for enforcement and levying of penalties will be communicated separately.

Training and Capacity Building

3.49. The Municipal Commissioners of the District Headquarters in consultation with RDMA and ULBs in the District will identify District level Resource Persons from among, Agencies, NGO's and CBO's. These District level / ULB level Resource Persons will in turn facilitate the formation of City level Sanitation Task Force(If not already formed) duly involving public representatives.

3.50. The identified agencies and experts need to have experience, expertise and proven interest in social responsibility activities

- **Expert Individuals:** Minimum of a graduate educational background and experience in educational, NGO, volunteer activities (Environmental Certificate / Diploma / UG / PG qualifications will be an added advantage).

Individuals with active interest and experience in behavioral training will also be useful resources.

Experienced PH Workers with good communication skills and capability to facilitate peer training will also be preferred.

- **Agencies:** NGO's / Institutions having experience in intensive involvement of training, behavioral change, culture transformation, social mobilization, health and environmental education activities
- Willingness to participate and contribute to the vision of creating a neat, healthy and livable city in line with environmental standards

3.51. These resource persons are expected to assist the ULBs in the following activities.

- Assisting ULBs for area mapping ward level enumeration of households, bulk waste generators and developing micro pocket plans.
- Assisting ULBs in planning of waste collection, routes mapping, transfer stations and ULB / regional facilities
- Promoting awareness of waste management principles especially on the importance of source segregation and avoiding public littering among citizens, resident welfare associations, community organizations, NGOs, SHGs and other stakeholders
- Training of ULB staff in work norms, service delivery requirements, dealing with citizens and households and behavioral improvement
- Getting involved and training of community organizations for conducting social audits

3.52. A state level capacity building agency is being appointed to guide the ULBs in this regard. This agency will coordinate with the DMA, RDMA, and ULB commissioners for suitable interventions.

Community IEC

3.53. Community Education activities for mobilizing the community for adopting systematic practices of reduce, reuse and recycle as essential interventions so that desired objectives are achieved. Since these are evolving requirements based on the needs, ULBs are advised to identify and engage the services of third party training and IEC experts and agencies. Necessary guidelines will be issued for assisting the ULBs in the process of engaging the services of local resources

The Swachh Andhra Corporation will prepare the Training and IEC units for uniform Training, capacity building and IEC activities. The corporation also will fund these activities as per the SBM norms.

Appendices

Appendix-1: Request for Proposal for Outsourcing Commercial and Bulk Waste Collection Work Package

Appendix-2: Request for Proposal for Outsourcing Mechanical Road Sweeping Work Package

Appendix-3: Request for Proposal for Outsourcing Work Package for Residential Micro Pocket Management, Manual Sweeping of Main Roads, Litter Picking and Drains Cleaning

Annexure -1 Residential Area Enumeration

Ward and Locality Wise Details of Households, Bulk Generators, Streets and Drain Details				
A. Ward No.	**B. Locality/ Colony Name:** *(Mention if it is a slum)*		**C. Name of the ☐Street/☐Lane/☐Bylane:** *(Tick the appropriate)*	
D. Street Length (in meters)	**E. Street Width** (in meters)	**F. Street Condition** (BT, CC, Gravel, Kutcha)	**G. Drain Length** (Shallow Surface) (in meters)**:** **H. Drain Length** (Major Drains) (in meters)**:** **I. Drain Length**(Storm Water) (in meters)**:** **J. ☐Single side/☐Double side**: *(Tick suitable box)*	
K. Open Dumping / Littering /[1] ☐ Yes/☐ No	**L. Drains Choking / Overflowing**[2] ☐ Yes/☐ No	**M. Bin Type**[3]**/Nos.**	**N. Starting Door No** (With Landmark)	**O. Ending Door No** (With Landmark)

1. Residential Households Enumeration (Note: Each box indicates a gate; please enter the number of households inside that gate in each box)										
1.1 Individual Houses										
									Grand Total	
1.2 Group Houses										
									Grand Total	
1.3 Apartments (less than 20 units)										
									Grand Total	

[1]**Tick Yes** if the street has open dumping / Littering, and **No** if the street does not have open Dumping / Littering

[2]**Tick Yes** if the street has choked / Overflowing Drains and **No** if the street does not have choked / overflowing drains

[3] Bin Types: Pit / Cement Bins, Dumper Placer / Hook / Skip Loader / Compactor Bins: Mention Type and Total No. of Bins in Street / Lane / By lane

2. Residential Areas Bulk Generator Enumeration

(Note: Each box indicates the bulk waste generator; please tick each box for each bulk generator in that street)

Activity								**Grand Total**
Kirana shop								
Pan shop								
Tailor								
Hotel / Restaurant								
Catering								
Barber Shop								
Vegetable and Fruits Shop								
Clinic								
Hospitals								
Diagnostic Labs								
Beauty Parlor								
Internet / Xerox Shop								
Fancy Shop								
Readymade & Garments								
Mosque								
Church								
Temple								
Sweet Shop								
Stationery Shop								
Business / Office								
Flour Mills								
Automobile Service								
Dairy Vendor								
Mobile Phones								
Tent House								
Pushcart Vendors								
Chicken / Mutton / Fish Vendor								
Battery Shop								
Bakery								
Mention if any other Activity below								

Date: Surveyor Name & Signature Maistry Name & Signature SI Name & Signature

Annexure -2 Commercial Area Enumeration

Commercial Area – Shops, Establishments and Bulk Waste Generators Details				
P. Ward No.	**Q. Area / Road / Street Name:**	***R.* Road / Street Length**(in meters)**:** ***S.* ☐Four Lane /☐Two Lane** *(Tick suitable box)* ***T.* ☐Single side/☐Double side**: *(Tick suitable box)*	**U. Starting Door No** (With Landmark)	**V. Ending Door No** (With Landmark)
1	**2**	**3**	**4**	**5**

Sl. No.	Name of the Building	Plot / Door No. of the Building	No. of Floors	No. of Commercial Units	No of Residential Units	Cinema Halls	Bakery	Banks	Barber Shop	Internet/Xerox shops	Beauty Parlor	Book Binding & Printing	Business / office	Carpentry Work	Cement Shop	Function halls	Clinic	Dairy Vendor	Diagnostic Labs	Fancy Shop
	6	**7**	**8**	**9**	**10**	**11**	**12**	**13**	**14**	**15**	**16**	**17**	**18**	**19**	**20**	**21**	**22**	**23**	**24**	**25**

Sl. No.	Furniture shops	Fruit Shop	Jeweler Shops	Hardware Shops	Home Needs Shop	Hospitals	Hostels/Mess/ Tiffin Centers	Hotel/Restaurant	Ice Cream & Cool Drink Shop	Spectacle Shop	Juice Shop	Lodges	Medical Shops	Mobile Phones Shop	Pan Shop	Parks	Petrol Bunks	Photo Studio	Plywood Shop	Ratio n Shop	Readymade & Garments	Educational Institutions	Stationary Shop	Sweet Shop	Temple	Tailor Shop
	26	**27**	**28**	**29**	**30**	**31**	**32**	**33**	**34**	**35**	**36**	**37**	**38**	**39**	**40**	**41**	**42**	**43**	**44**	**45**	**46**	**47**	**48**	**49**	**50**	**51**

Sl. No.	Tent House	Transport Office	Vegetable s/Fruit market	Wine Shops	Real Estate Agency	Footwear	Battery Shop	Church	Cloth Shop	Dry Wash/ Laundry	Bamboo Cutting	Flexi Shop	Flour Mills	Flower Shop	Industrial Supplies	Interior Decorators	Kirana Shop	Mosque	Old Age Homes	Old Scrap Shops	Photo Frame Shops	Plastic Goods Shop	Pushcart Vendors	Rewinding	ATMs	Travels
	52	**53**	**54**	**55**	**56**	**57**	**58**	**59**	**60**	**61**	**62**	**63**	**64**	**65**	**66**	**67**	**68**	**69**	**70**	**71**	**72**	**73**	**74**	**75**	**76**	**77**

Sl. No.	Super Market/ Mega Market	Showrooms	Seconds sale Shops	Gas Godown	Party Office	Physiotherapy Centers	Cycle/Mechanic Shop	Automobile / Servicing shop	Individual Household	Group Households	Apartment Households (<20 units)	Apartment Households (>20 Units)	Any other Commercial units >>>>>									
	78	**79**	**80**	**81**	**82**	**83**	**84**	**85**	**86**	**87**	**88**	**89**	**90**	**91**	**92**	**93**	**94**	**95**	**96**	**97**	**98**	**99**

Date: Surveyor Name & Signature Maistry Name & Signature SI Name & Signature

Annexure-3: Ward wise Current Staff Deployment							
Ward No.							
Number of ULB PH Service Provider / Worker				Number of Supervisory Staff			
Permanent		Contract		Permanent		Contract	
M	F	M	F	M	F	M	F

Annexure -4 Details of the Waste Collection and Transportation Vehicles								
Primary Collection			**Primary Transportation**			**Secondary & Tertiary Transportation**		
TYPE	**No's**	**Capacity in MT**	**TYPE**	**No's**	**Capacity in MT**	**TYPE**	**No's**	**Capacity in MT**
Tricycles			Autos / Tipper Autos			Tractor Trailers		
Push Carts			Battery Carts			Light Commercial Vehicles LCVs		
Autos / Tipper Autos			Tractor Trailers			Dumper Placers		
						Dumper Bins		
Tractor Trailers			Light Commercial Vehicles LCVs			Tipper Lorries		
Battery Carts			Dumper Placers			Heavy Loaders		
			Dumper Bins					
			Tipper Lorries			Compactors		
						Compactor Bins		
			Compactors			Skip Loaders		
			Compactor Bins			SL Bins		
						Hook Loaders		
						HL Bins		

Annexure – 5: Planning of Micro Pocket Boundaries and Resource Requirements

Circle No.	Ward No.	Locality Name						Micro Pocket No.					
Street / Lane / By Lane Name/No.	Starting Door No. with Landmark	Ending Door No. with Landmark	No. of Gates	No. of H H	No. of Bulk generating Units	Total No. Waste Generating Units	Street Length in Meters	Street Width in Meters	Area in Square Meters	Minor Drain Length in Meters	Major Drain Length in Meters	Drain Single Side/ Double Side	Storm Water Drain Length in Meters

Route Map :	Starting Point : Connecting : Ending Point : Landmark : Streets Landmark :
GIS Coordinates :	Latitude and Longitude Coordinates
Transportation Vehicles	1. Primary Collection Vehicle: 2. Primary Transportation Vehicle :
Collection &Transportation	1.Total Number of Push Cart/Tricycle Trips : 1st Trip Timings : 2nd Trip Timings : 3rd Trip Timings : 2. Tractor Pick up points : 1st collection point : 2nd Collection Point : 3rd Collection Point :
Tools & Implements	1. No of Tubs (Gampa) : 5. Rakes for Scrapping (Rekulu) : 9. Heavy Knives (Komma Katthulu) : 2. Hand Spades (Cheti Para) : 6. Sickle (Kodavali) : 10. No. of 60 Liter Bins : 3. Drain Spades (Kalva Para) : 7. Axe (Goddali) : 11. No. of wheel Bins : 4. Long Handle Forks (Dantenalu) : 8. Crowbar (Palugu) : 12. No. Of Dumper Bins :
Conservancy Materials	1. Lime Powder : 4. Anti - Larvae oil : 2. Bleaching Powder : 3. Abate – Themophos :
Names and Contact Details of PH Micro Pocket Workers	1. Name and Contact Number : 2. Name and Contact Number : 3. Name and Contact Number :
Names and Contact Details of Micro Pocket Committee Members	1. Name and Contact Number: 2. Name and Contact Number : 3. Name and Contact Number : 4. Name and Contact Number :

SI Signature: **MHO's Signature:** **Commissioner Signature**

ANNEXURE -II

REQUEST FOR PROPOSAL

COMMERCIAL AND BULK WASTE COLLECTION AND TRANSPORTATION

Disclaimer

The information contained in this Request for Proposal ("RFP") document provided to the Bidder(s), by or on behalf of [***name of ULB***] (hereinafter referred to as "ULB") or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions are subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information that might help them to assist in the estimation of work quantities, and the quality parameters for formulating their Proposals. This RFP document does not contain all the information the bidder may require. The Bidder should conduct one's own study and analysis to arrive at the information required for preparing the proposal.

ULB, their employees and advisors make no representation or warranty and shall not incur any liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document.

ULB may, in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1. Schedule of bidding process

Bidders are advised to submit their proposal on or before the time, date at the office for submission as the indicated below; and the bids submitted after this time and date or any other office other than indicated will not be considered under any circumstances, unless notified by the ULB with full information of the altered time, date and the office for submission.

Sl. No	**Event Description**	**Date**	**Office Address**
1	Closing date for Issue of RFP	[*date*]	
2	Proposal Due date / Submission date	Date Time	
3	Pre Bid Meeting	Date Time	
4	Opening of Technical Bid (Qualification Criteria)	Date Time	
5	RfP Clarification Enquiries Phone / Person	Before Date: between Hrs. to Hrs.	
6	RfP Clarification by email	Before Date: Time:	Email id:

Cost of RFP Document	Rs. Xxx /- [Rupees xxxxxxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]
Cost of EMD	Rs. Xxx /- [Rupees xxxxxxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]
Performance Guarantee	

2. Notice of Invitation for Commercial, Institutional and Bulk Waste Collection and Transportation

Tender Notification No. Date:

[N*ame of ULB*] invites detailed Proposals for the following Work Packages which consist of Commercial, Institutional and Bulk Waste Collection and Transportation as indicated in the Table-1 given below. The scope of the activities for Commercial, Institutional and Bulk Waste Collection and Transportation are detailed in Appendix- A. Contract for Work Packages are awarded on user fee sharing basis. The bid proposals are to be made keeping in full consideration the work quantities and the quality requirements as detailed in Table-1 and Appendix-A.

A ULB base map indicating the corresponding locations for Bulk Waste Collection and Transportation points and designated locations for final depositing are provided in Appendix-B.

Table-1: Commercial, Institutional and Bulk Waste Collection and Transportation[1]
Work Package for Commercial, Institutional and Bulk Waste Zone-1: (Names of the Roads and total number of enumerated commercial bulk waste Generators)
Work Package for Commercial, Institutional and Bulk Waste Zone-n: Ward Nos. (Names of the Roads and total number of enumerated commercial bulk waste Generators)

[1] Zones can be as many numbers determined by the ULB

3. Instructions to Bidders

3.1 Suitably qualified and capable bidders will be selected through a single stage two part bidding process. The detailed scope of required services is set out in **Appendix A** of this RFP document.

3.2 Bidders are requested to submit their competitive proposals for each of the work package, separately for the wards indicated in the Table-1 above. The bidder can submit proposals for more than one work package in the same name of the bidder. However, proposals will not be accepted for the same work package in different names of the bidder. Bidders cannot reduce or increase the number of wards any work package other than as indicated in Table-1.

3.3 The Bidder is responsible to bear all the costs involved in preparing the proposal and participating in the bid. Any such bid participation costs should not be included in the bid amount quoted by the bidder and such costs will not be allowed.

3.4 In case any modifications are made to this RfP, at the discretion of the ULB, such modifications will be notified in the same publication (notice board, newspaper, bulletin etc.). Prospective bidders are advised to keep watching for any modifications, announced in the same publication in which the original invitation for the publication appeared.

3.5 The Proposal submitted by the bidder shall be valid for a period not less than _____calendar months from the proposal due date (proposal validity period). ULB reserves the right to reject any proposal, which does not meet this requirement.

3.6 The Proposals would be evaluated on the basis of the criteria set out in this RFP Document.

Earnest Money Deposit (EMD)

3.7 Each Proposal shall be accompanied by EMD of Rs.[*insert amount*] [Rupees *(insert amount in words)*].

3.8 The EMD shall be in the form of a crossed demand draft / banker's cheque drawn in favour of [i*nsert name*], [*insert name of ULB*] on any scheduled bank, payable at [i*nsert name of place*].

3.9 The EMD of every unsuccessful bidder would be returned within a period of One months from the date of announcement of the successful bidder. The EMD submitted by the successful bidder would be released upon furnishing of the performance security amounting a value equal to _____ of the bid value valid for the entire contract period and _____ months thereafter.

3.10 The Bidder would provide all the information as per this RFP. ULB would evaluate only those proposals that are received in the required format and are complete in all respects. Each proposal shall comprise the following:

A. Qualification Criteria

3.11. The Bidder must satisfy the following Qualification Criteria for experience in order to qualify for the Project.

i. Gate-to-gate collection of municipal solid waste from Commercial, Institutional and bulk waste generators (relevant to the scope of Work Given in Appendix- A) and transportation of the same to designated locations.

ii. The Bidder shall have either ownership or term lease in the name of the bidder or at least an agreement with the lessor for the period of a year.

a. The number of transport vehicles (Light commercial vehicles (LCV) / Tractor Trailers Tippers / Heavy Loaders/ Compactors) adequate for the number of wards and the number of estimated Commercial, Institutional and bulk generators.

b. The number of Commercial, Institutional and bulk waste generators is likely to increase from time to time.

c. The bidder should have financial capability to meet the working capital expenses such as interest on the capital investment if any, payment of lease rents, all labour costs and the expenses towards operating costs for a period of at least three months. The proof of this financial capability can be shown through a banker's credit certificate from any Government of India's nationalised bank

B. Bid Submission

3.12. All documents mentioned below, after filling in should be submitted in one cover, as per the detailed instructions given in clause 3.14, super scribing on the top cover as:

"QUALIFICATION DOCUMENTS FOR BID PROPOSAL
Commercial, Institutional and Bulk Waste Collection and Transportation"

1. Covering letter in the format set out in Annexure-I
2. Details of the Bidder in the format set out in Annexure-II
3. Anti-collusion certificate in the format set out in Annexure-III
4. Proof of Eligibility in the format set out in Annexure-IV
5. Undertaking for Maintenance of Good labour Practice Annexure-V
6. Financial Bid –original Annexure-VI
7. Financial Bid – Copy Annexure-VII
8. Proof of Purchase of the RFP Document
9. EMD in original

C. Financial Bid

3.13. Financial proposal should be submitted in two sets of copies – one Original & another as Copy as given in Annexure-V of this RFP document

3.14. The bidder shall prepare two sets of documents for bid submission.

Set One will contain:

i) All the qualification documents (put in one cover and seal it); Write **on the cover "ORIGINAL - QUALIFICATION CRITERIA FOR COMMERCIAL, INSTITUTIONAL and BULK WASTE COLLECTION AND TRANSPORTATION"**

ii) Financial Proposal – After filling all the details in Annexure-V format, put in another separate cover and seal it. Write on the cover **"ORIGINAL - FINANCIAL PROPOSAL FOR COMMERCIAL, INSTITUTIONAL AND BULK WASTE COLLECTION AND TRANSPORTATION"**

iii) Put both these covers into a larger cover and write in bold letters **ORIGINAL – BID PROPOSAL FOR COMMERCIAL, INSTITUTIONAL AND BULK WASTE COLLECTION AND TRANSPORTATION"**.

Set Two will contain

iv) Copy of all the above documents. They should be marked **"COPY"** on the top of both Qualification Criteria and Financial Proposal. Both these covers should be put in one large cover and marked on the top of the cover as **"COPY - BID PROPOSAL FOR COMMERCIAL, INSTITUTIONAL AND BULK WASTE COLLECTION AND TRANSPORTATION"**.

3.15. The envelopes marked as 'ORIGINAL' and 'COPY' shall then be sealed in a single outer envelope and submitted to the appointed officer on or before the prescribed date and time.

3.16. In the event of any discrepancy between the original and the copy, the original shall prevail.

317. The Proposal, both the original and the copy shall be typed or written in indelible ink and each page shall be initialled by an authorised signatory of the Bidder or an Individual applicant, as the case may be. All the alterations, omissions, additions, or any other amendments made to the Proposal shall also be initialled by the person(s) signing the Proposal.

Sealing and Marking of Proposal

3.18. Each of the envelopes, both outer and inner, must be written with the following information:

a. Name and Address of Bidder, name of the contact person and phone numbers
b. "Proposal for the Project": [Write the Tender Notification Number]
c. TO BE OPENED IN THE PRESENCE OF TENDER EVALUATION COMMITTEE ONLY

3.19. If the envelope is not sealed and marked as instructed above, ULB assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of ULB, be rejected.

Proposal Due Date

3.20. Proposals should be submitted, as indicated above in schedule for the bidding process, in the manner and form as detailed in this RFP. Proposals submitted by e-mail, or any other transmission will not be accepted.

3.21. ULB may, in exceptional circumstances, and at its sole discretion, extend the above Proposal Due Date by publishing an Addendum.

Opening of Proposals and Clarifications

3.22. ULB would open the Qualification Criteria of the Proposals on any earliest convenient working day after the Proposal Due Date for the purpose of evaluation, however not later than _____days from the Proposal Due Date. The opening of the Qualification Criteria Proposal will be communicated to the bidders and any one representative of the bidder can participate in the bid opening. However, the evaluation of the qualification criteria will be done by the selection process of the ULB. The Financial offers of only the qualified bidders shall be opened after intimation of the date, time and venue of such opening, however not later than _____ days from the date of opening of QUALIFICATION CRITERIA.

3.23. ULB reserves the right to reject any Proposal not submitted on time and which does not contain the information/documents as set out in this RFP document.

3.24. To facilitate evaluation of Proposals, ULB may, at its sole discretion, seek clarifications in writing from any bidder regarding its Proposal.

Evaluation and Selection of Successful Bidders

3.25. The Proposal would be evaluated by the ULB and suitably qualifying bidders will be selected for opening of the financial bid. The evaluation criteria are:

a. Bid documents were received on or before the prescribed time schedule.
b. Submitted bid proposals are clear with reasonable details, and as per the norms prescribed in this RfP.
c. The qualification criteria and experience meeting the requirements, and there are no inconsistencies between the proposal and the supporting documents.
d. The bidder should have enough workforce, equipment, transportation and capability for regularly executing the works indicated in the work package.
e. The bidder should have sufficient experience to prove that she / he / it has sufficient capacities to execute the works as per the service level indicators, satisfactorily throughout the contract period.
f. The Financial Offers of only those bidders, who meet the Qualification and Capability Criteria, would be opened.
g. Among the qualified bidders for the same work package, the Bidder making the lowest Financial Offer would be declared as the Preferred Bidder. ULB may either choose to accept the Proposal of the Preferred Bidder (based on the qualifying criteria and the financial bid) or invite him for negotiations
h. In case there are two or more Bidders quoting the same lowest Financial Offer, ULB may in such case call all such Bidders for negotiations and select the Preferred Bidder on

the outcome of the negotiations. The selection in such cases shall be at the sole discretion of ULB.

3.26. ULB reserves the right to reject any Proposal, if:

a. At any time, a material misrepresentation is made or discovered; or
b. The bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.
c. The bidder has brought in any pressure or influence on any of the municipal authorities or the government for favouring his bid for selection.

3.27. In the event of acceptance of the Preferred Bidder with or without negotiations, ULB shall declare the Preferred Bidder as the Successful Bidder. ULB will notify the Successful Bidder through a Letter of Award (LoA) that its Proposal has been accepted.

3.28. The Successful Bidder shall execute the Agreement within [*insert the number of weeks*] of the issue of LoA or within such further time as ULB may agree to in its sole discretion.

3.29. The Successful Bidder shall also furnish Performance Security by way of an irrevocable Bank Guarantee, issued by a scheduled bank located in India in favour of [*insert name*], [*insert the name of the ULB*] as required under the Agreement.

3.30. Failure of the Successful Bidder to furnish the performance guarantee within the given time shall constitute sufficient grounds for the annulment of the LoA, and forfeiture of the EMD. In such an event, ULB reserves the right to

a. either invite the next lowest Bidder for negotiations

or

b. take any such measures as may be deemed fit in the sole discretion of ULB, including annulment of the bidding process.

3.31 Notwithstanding anything contained in this RFP, ULB reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

Appendix-A: Scope of Work

1. A Commercial , Institutional and Bulk Waste Zone within a ULB is an area with clearly indicated roads and streets, in which the contract agency is required to collect wet, dry and hazardous wastes from bulk waste generators. Commercial and institutional establishments, roadside vendors, and the multistoried apartments and complexes that have more than 20 units (residential & commercial) and gated communities are classified as bulk waste generators. This ULB has _____ number of such Commercial, Institutional and Bulk Waste Zones.

   See the Table in Section 3 above, indicating the boundaries of each of the Commercial, Institutional and Bulk Waste Zones.

   The following activities are to be carried out in each Commercial, Institutional and Bulk Waste Zone on daily basis.

   a. Collection of source segregated solid wastes (wet, dry and hazardous separately) at the gates or appointed places of the Commercial, Institutional and bulk generators.

   b. Transfer of the collected wastes to the points of secondary transportation or to the designated handling facilities

Solid Waste Collection and Transfer

1. The Commercial , Institutional and bulk waste generators are expected to do source segregation and handover the wastes to the bulk waste collectors in three separate categories, viz., a) biodegradable organics, b) household hazards, and c) dry recyclable materials as per the schedules specified by the ULB. To this effect, the ULB and the department of MAUD will undertake extensive awareness creation and IEC activities. The ULBs are also empowered to levy penal charges on the violators and those who are not adhering to specified rules.
2. The Commercial , Institutional and bulk waste collector is required to collect biodegradable organics, and household hazards, and dry recyclable separately and transport them in separated condition. These wastes should not be mixed. Of the household hazardous wastes, sanitary napkins should be collected in a manner, wrapped separately in paper or in separate paper covers, and transported in such separate condition. In case the waste generators handover wet wastes with watery substances, they can be asked to drain the watery portion and only collect the solid wastes.
3. As quite a lot of behaviour change is required from the citizen and the waste generators to follow Source separation practices extensive IEC activities will be taken up by the ULB. The contractor also needs to politely communicate repeatedly and emphasize specified practices to the waste generators and accept wastes from only those who follow the specified rules. The identities of those who continuously fail to follow the waste separation practice should be communicated to their respective supervisor of the Commercial, Institutional and bulk waste

zone for levying and collecting penal charges and taking punitive actions by the ULB

4. The wastes collected should be transferred to secondary transportation points as specified by the ULB, in total without any littering, pilfering or removal of any materials especially dry recyclables. Once the materials are collected from the bulk generator, they become municipal solid waste and is the property of the ULB and should be handed over at the designated place for scientific processing as prescribed by SWM Rules, 2015.

Lifting of Construction and Demolition Waste

1. The bidder is also required to collect the construction and demolition wastes including Removal of high berms, or any other construction related debris and transport these waste to the designated locations, as specified by the ULB. The places from where these wastes have to be removed and lifted will be communicated by the ULB from time to time.
2. The bidder will be separately compensated for this activity on rate contract basis, and the bidder is required to separately indicate in his quotation for this activity on per MT basis. in Annexures 6 and 7.

Data Recording

1. The contractor / agency is required to mandatorily collect the following data in the prescribed format, that will be given in the contract agreement and submit monthly reports to the ULB
    a) Places from which Municipal Solid Waste has been collected;
    b) No. of Commercial Vendors and Institutional establishments like hostels, educational inst., offices etc. -business wise.
    c) Tons per day collected, measured and recorded at weigh-bridge.
    d) GIS reports of every vehicle used including date and time.

Other Contractual Obligations and Penal conditions

1. The Contractor shall train the designated staff in the Collection and Transportation Activities of MSW from Commercial, Institutional and bulk waste generators.
2. If complaints of non-collection of waste by the contractor in a month are received from a particular commercial or institutional establishment, the contractor will be considered as defaulting in providing the service. Such a condition will attract a penalty of five times the user's monthly fee which will be payable to ULB by the contractor.
3. If, any violations as above happens repeatedly ULB will have the right to terminate the contract.

Workforce and Material Requirements

1. The norms for types of transportation vehicles and required workforce for each type of the vehicle is given in Table A1 below. Applying these norms, the bidder has to arrive at the actual quantities of the resources required for the work package based on the number of roads, bulk waste generators and the estimated quantum of the bulk wastes generation. These quantities are required to be mentioned in the Qualification Criteria Annexure . All these quantities are to be deployed and maintained at all times.
2. The bidder is fully responsible for deploying required number the workforce and reserves to accommodate absenteeism. At scheduled timings, the required number of workforce should be available in the field. The bidder is also fully responsible for the operations and maintenance of the equipment and vehicles and bears all recurring costs of operations, maintenance and repairs.

Table-A1: Norms for Transport and workforce Requirements	
Handling of Bulk Wastes	**Handling of C&D and Other Wastes**
Corporations and Selection Grade ULBs	
Motorized vehicles of 1 ton capacity, and LCV / Tipper / Tractor Trailers	LCV / Tipper Lorries with ramp facility
Special and Grades I & II ULBs	
Motorized vehicles of 1 ton capacity and LCV / Tipper / Tractor with Trailer	LCV / Tipper Lorries
Grade Three ULBs &Nagar Panchayats	
Motorized vehicles of 1 ton capacity	Tractor with Trailer
Annual Protective Wear Requirements for each Worker	

S.No.	Personnel protective Wear	No's
1	I.D. Cards	1
2	Caps	2
3	Gloves	12 pairs
4	Masks	12
5	Radium jackets	2
6	Rain Coats	1

GPS enabled vehicle tracking to be included

Supervisory Requirement:

1. The workforce allotted to each Commercial, Institutional and bulk work package needs to be supervised on a daily basis by an appointed Supervisor, who can supervise not more than one ward/division. He / She is required to maintain i) attendance of the Sanitation Workforce, (ii) % of collection and coverage, (iii) % of source segregation (iv) approximate amount of waste collected on daily basis in each Commercial, Institutional and bulk waste zone. The officials of the ULB will conduct surprise checks and verify the works and the corresponding records at regular frequency.

Performance Monitoring

1. The quality and diligence in work delivery will be regularly monitored as indicated in the Tables- A2 and A3 by the ULB officials and the department of Municipal Administration
2. Continuation of the bidders' work package contracts are fully subject to the condition that the required performance conditions are met all the time. In the event of failure to meet these conditions to the expected satisfactory conditions, the contract will be terminated as per the contractual clauses mentioned in the contract document.

Table 6: Service Level Performance Indicators (KPIs) for Commercial and Bulk Collection activities and Formula for Levying Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weight-age	Formula for Levying Penalties and Contract Termination
Coverage	100% collection coverage daily is the key to prevent indiscriminate littering & disposal - Providing collection service at least 6 out of 7 days is a top priority	100%	30%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition:** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
On time lifting of C&D waste	On time lifting of C&D waste upon service request by the ULB	100%	20%	
Citizen Complaints & Resolution Within 24 hours	Complaint and redressal reports	90%	10%	
Payment of Salary, PF, ESI, Protective Wears and one day Weekly Off	Payment receipts	100%	20%	
Worker & Supervisor Absenteeism	Muster reports	100%	10%	
IVRS Satisfaction Levels	IVRS reports	90%	10%	

Appendix –B

ULB base maps indicating Commercial, Institutional and Bulk waste zones covering ward No. and boundaries

(Street view with area names and landmarks and boundaries should be clear)

Annexures (1 to 7)

Formats to be used by the Bidder for submitting the Proposal

Annexure -1

Covering Letter

(On the Letter-head of the Bidders)

Date:

To:

[*Insert name and address of ULB Official*]

Sub: Submission of Bid for Work Packages No(s). for Bulk Waste Collection and Transport

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Being duly authorised to represent and act on behalf of myself / agency: ..... (hereinafter referred to as "the Bidder"), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of *(Name of Bidder)* for the Work Package No(s)……..

We here submit Two sets- **one (1) original** and **one (1) copy**, with the details as per the requirements of the RFP, for your evaluation.

We confirm that our Proposal is valid for a period of _____calendar months from [*insert Proposal Due Date*].

Yours truly,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Title and Address of the Authorised Signatory)

Annexure -2

Details of Bidder

(On the Letter Head of the Bidder)

1. (a) Name of Bidder
   (b) Address of the office(s)
   (c) Date of incorporation and/or commencement of business

2. Brief description of the Bidder's main lines of business.

3. Details of individual(s) who will serve as the point of contact / communication for ULB with the Bidder :

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

4. Name, Designation, Address and Phone Numbers of Authorised Signatory of the Bidder

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

Annexure -3

Anti-Collusion Certificate

I / We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

I / We further acknowledge that in any later date, if it was found that I / we indulged in any of the corrupt activities mentioned in "Prevention of Corruption Act 1988", the ULB has the right to take necessary legal action.

Dated this .....Day of ....., 2015

.....
(Name of the Bidder)

.....
(Signature of the Bidder / Authorised Person)

.....
(Name of the Authorised Person)

Note: This Certificate is to be notarized

Annexure -4

Proof of Eligibility

Details of Experience

The Bidder should furnish the details of eligible experience as set out below:

Sl. No.	Qualification Criteria	Details of the Work Executed	Documentary Proofs Such as Work Orders, Agreements, work Completion Certificate etc.[2]
1	Gate-to-Gate Collection of municipal solid waste (Bulk) from the waste generators and transportation to designated points / locations	*(Bidder needs to write the details)*	*(mention the names of documents attached*
2	Collection and Transportation C & D, dead animals and other bulk debris	*(Bidder needs to write the details)*	

[2] Without fail, copies of the documents mentioned here should be enclosed with the proposal

Annexure -5

Undertaking for Maintenance of Fair Labor Practices

(Note : This undertaking should be on `100 bond paper duly notarized.)

I / we undertake to follow fair labour practices as per the Acts, Rules applicable in the State of Andhra Pradesh, for labour engagement, and indemnify the ULB from any labour encumbrances for the workforce employed in our rolls for executing the works awarded to me/ us through this RfP.

I / we further undertake that the following conditions will be maintained by us, failure of which may make the award of contract terminated by the ULB, with duly pointing out the lapses.

I/we undertake to make payment of monthly wages on or before the specified dates of the month and also remit the PF and ESI subscriptions on or before the specified dates.

I/we undertake to submit payment receipts in original for payment of wages, PF and ESI remittances for claiming the monthly payments for our services.

I/We undertake that we shall not use any fraudulent methods to subvert the worker payments and their lawful entitlements and we understand any such practices found and proven will make our contract terminable.

I / we shall maintain the following registers and, submit reports as per relevant Labour Laws and Rules.

i. Register of sanitary workforce employed for this work packages
ii. Muster roll, Register of wages deduction and Over-time registers in the forms prescribed.
iii. Issue of wage slip one day in advance of payment of wages.
iv. Issue of employment card in form XIV of the relevant Rules.
v. Submission of half-yearly returns by 30th June and 31st December to Labour Department and Principal Employer.
vi. Provision of health and welfare measures, such as crèches and first-aid facilities
vii. My / our office shall be registered under Andhra Pradesh Shops and Establishment Act, 1988.

Annexure -6

Financial Offer for the Project
ORIGINAL

Date:

The Commissioner,

[*Insert address of ULB*]

Sub: Financial Bid for Work Package Zone No. for Bulk Waste Collection and Transportation
Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that

I / we would deploy the following resources for undertaking all the activities involved work package No._____ . We also quote the amount that we would be paying to the ULB as a part of the user charges collections

Work Package Zone No.	Detail the type of the transport vehicles and the no. planned to be deployed	Detail the number workforce planned to be engaged	Amount payable from ULB

Quotation for Lifting C&D waste and Removal of high berms and transportation to designated places	Amount payable by ULB in ` Per MT

I / we have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)

Annexure -7

Financial Offer for the Project

COPY

Date:

The Commissioner,

[*Insert address of ULB*]

Sub: Financial Bid for Work Package Zone No. for Bulk Waste Collection and Transportation

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that

I / we would deploy the following resources for undertaking all the activities involved work package No._____ . We also quote the amount that we would be paying to the ULB as a part of the user charges collections

Work Package Zone No.	Detail the type of the transport vehicles and the no. planned to be deployed	Detail the number workforce planned to be engaged	Amount payable from ULB

Quotation for Lifting C&D waste and Removal of high berms and transportation to designated places	Amount payable by ULB in ` Per MT

I / we have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)

ANNEXURE-III

REQUEST FOR PROPOSAL

MECHANICAL ROAD SWEEPING

Disclaimer

The information contained in this Request for Proposal ("RFP") document by [***name of ULB***] (hereinafter referred to as "ULB"), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions are subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information that might help them to assist in the estimation of work quantities, and the quality parameters for formulating their Proposals. This RFP document does not contain all the information the bidder may require. The Bidder should conduct one's own study and analysis to arrive at the information required for preparing the proposal.

ULB, their employees and advisors make no representation or warranty and shall not incur any liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document.

ULB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1. Schedule of bidding process

Bidders are advised to submit their proposal on or before the time, date at the office for submission as the indicated below. The bids submitted after this time and date or any other office other than indicated will not be considered under any circumstances, unless notified by the ULB with full information of the altered time, date and the office for submission.

Sl. No	**Event Description**	**Date**	**Office Address**
1	Closing date for Issue of RFP	[*date*]	
2	Proposal Due date / Submission date	Date Time	
3	Pre Bid Meeting	Date Time	
4	Opening of Technical Bid (Qualification Criteria)	Date Time	
5	RfP Clarification Enquiries Phone / Person	Before Date: between Hrs. to Hrs.	
6	RfP Clarification by email	Before Date: Time:	Email id:

Cost of RFP Document	Rs. Xxx /- [Rupees xxxxxxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]
Cost of EMD	Rs. Xxx /- [Rupees xxxxxxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]
Performance Guarantee	

2. Notice of Invitation for Mechanical Road Sweeping

Tender Notification No. Date:

Table-1: Mechanical Road Sweeping	
Area of Work *(ULB* to *specify the road lengths to be mechanically swept)*	**Time Schedule**
Work Package -1	
Road I: _____from _____ junction to_____junction (_____Kms) Road n: _____from _____ junction to_____junction (_____Kms)	

Key Conditions for Contract Offer
Tender Purpose: Awarding of a single contract to the successful bidder (single entity) meeting the qualification criteria and least cost financial offer for the work package for areas indicated above in Table-1, covering the activities of : • Daily sweeping of the entire road lengths, using mechanical sweeping machines, as per the scope of work indicated in Appendix-A of this RfP. • Transporting all the collected material to the places as designated by the ULB.

[N*ame of ULB*] invites detailed Proposals for the following Work Packages which consist of **Mechanical Road Sweeping** as indicated in the Table-1 given below. The bid proposals are to be made keeping in full consideration the work quantities and the quality requirements as given in Table-1 below and the scope of work detailed in Appendix-A.

A ULB base map indicating the corresponding locations for Mechanical Road Sweeping and Transportation points and designated locations for final depositing are provided in Appendix- B

Contract Period: Initially for a period of ____ years and will be extended for another period of ____ years
Bid Criteria: Rate quoted on per Km basis for all the activities together as specified above
Bid Agreement: ULB will enter into an all-inclusive services contract with the successful bidder, who will be a single entity (firm, private or limited company, cooperative society)
Financial Compensation for the Service: ULB shall pay on the basis of the agreed upon price for per Km per day for all the services included in the package.
Financing of the costs incurred towards service delivery: The Contractor shall bear all the costs and expenses arising from capital investments, operations and maintenance expenses for the entire contract duration. The ULB shall not bear / make any more additional payments other than the contractual amount.

3. Instructions to Bidders

3.1 Suitably qualified and capable bidders will be selected through a single stage two part bidding process. The detailed scope of required services is set out in **Appendix A** of this RFP document.

3.2 Bidders are requested to submit their competitive proposals for each of the work package, separately as indicated in the Table-1 above. The bidder cannot submit proposals for more than one work package in the same name of the bidder. Proposals will also not be accepted for the same work package by the same bidder in different names. Bidders cannot reduce or increase the number of roads other than as indicated in Table-1.

3.3 The Bidder is responsible to bear all the costs involved in preparing the proposal and participating in the bid. Any such bid participation costs should not be included in the bid amount quoted by the bidder and such costs will not be allowed.

3.4 In case any modifications are made to this RfP, at the discretion of the ULB, such modifications will be notified in the same publication (notice board, newspaper, bulletin etc.). Prospective bidders are advised to keep watching for any modifications, announced in the same publication in which the original invitation for the publication appeared.

3.5 The Proposal submitted by the bidder shall be valid for a period not less than _____calendar months from the proposal due date (proposal validity period). ULB reserves the right to reject any proposal, which does not meet this requirement.

3.6 The Proposals would be evaluated on the basis of the criteria set out in this RFP Document.

Earnest Money Deposit (EMD)

3.7 Each Proposal shall be accompanied by EMD of Rs. [*insert amount*] [Rupees *(insert amount in words)*].

3.8 The EMD shall be in the form of a crossed demand draft / banker's cheque drawn in favour of [i*nsert name*], [*insert name of ULB*] on any scheduled nationalized bank , payable at [*insert name of the place*].

3.9 The EMD of every unsuccessful bidder would be returned within a period of _____ weeks / months from the date of announcement of the successful bidder. The EMD submitted by the successful bidder would be released upon furnishing of the performance security amounting a value equal to _____ of the bid value valid for the entire contract period and _____ months thereafter.

3.10 The Bidder would provide all the information as per this RFP. ULB would evaluate only those proposals that are received in the required format and are complete in all respects. Each proposal shall comprise the following:

A. Qualification Criteria

3.11.The Bidder must satisfy the following Qualification Criteria for experience in order to qualify for the Project.

i. Must be a sole proprietorship, registered partnership firm, public limited

company, and private limited company. The firm/company should be registered in India. No consortium is allowed

ii. The bidder must own or have a lease hold with proper registered agreement for at least two mechanical sweeping machines used on highways and roads, in his / her name. The bidder shall submit a proof to this effect with the Bid. RC copies of the sweeping machine should be submitted which are registered in the name of bidding company or the lessor.

iii. The Bidder should have an average annual turnover of INR _____ for last 3 financial years.

iv. The net worth of bidder should be minimum INR _____ as on 31st March 2015. Audited balance sheets and profit and loss statements should be submitted by the Bidder of last three years.

v. The bidding firm shall have the following certificates / registration
   a. EPF Registration Certificate
   b. ESI Registration Certificate
   c. Service Tax Registration Certificate

vi. The bidder must have Experience in:
   a. Road sweeping, using mechanical sweeping machines in large areas such as municipal roads, industrial and civil townships as relevant to the scope of Work Given in Appendix-A.
   b. Transportation of the same to designated locations.

vii. The bidder should have financial capability to meet the working capital expenses such as interest on the capital investment if any, payment of lease rents, all labour costs and the expenses towards operating costs for a period of at least three months. The proof of this financial capability can be shown through a banker's credit certificate from any Government of India's nationalised bank

B. Bid Submission

3.12. All documents mentioned below, after filling in should be submitted in one cover, as per the detailed instructions given in clause 3.14, super scribing on the top cover as:

"QUALIFICATION DOCUMENTS FOR BID PROPOSAL
Mechanical Sweeping "

1. Covering letter in the format set out in Annexure-I
2. Details of the Bidder in the format set out in Annexure-II
3. Anti-collusion certificate in the format set out in Annexure-III
4. Proof of Eligibility in the format set out in Annexure-IV
5. Undertaking for Maintenance of Good labour Practice Annexure-V
6. Financial Bid – Original Annexure-VI
7. Financial Bid – Copy Annexure-VII
8. Proof of Purchase of the RFP Document
9. EMD in original

C. Financial Bid

3.13. Financial proposal should be submitted in two sets of copies – one Original & another as Copy as given in Annexure-VI and VII of this RFP document

3.14. The bidder shall prepare two sets of documents for bid submission.

Set One will contain:

i) All the qualification documents (put in one cover and seal it); Write on the **Cover –A** **"ORIGINAL - QUALIFICATION CRITERIA FOR MECHANICAL ROAD SWEEPING AND TRANSPORTATION"**

ii) Financial Proposal – After filling all the details in Annexure-VI and VII formats, put in another separate cover and seal it. Write on the **Cover-B** **"ORIGINAL -FINANCIAL PROPOSAL FOR MECHANICAL ROAD SWEEPING AND TRANSPORTATION"**

iii) Put both these covers into a larger **Cover-C** and write in bold letters **ORIGINAL – BID PROPOSAL FOR MECHANICAL ROAD SWEEPING AND TRANSPORTATION"**.

Set Two will contain

iv) Copy of all the above documents. **(Covers A,B and C)** They should be marked **"COPY"** on the top of both Qualification Criteria and Financial Proposal. Both these covers should be put in one large cover and marked on the top of the cover as **"COPY -BID PROPOSAL FOR MECHANICAL ROAD SWEEPING AND TRANSPORTATION"**.

3.15. The envelopes marked as 'ORIGINAL' and 'COPY' shall then be sealed in a single outer envelope and submitted to the appointed officer on or before the prescribed date and time.

3.16. In the event of any discrepancy between the original and the copy, the original shall prevail.

317. The Proposal, both the original and the copy shall be typed or written in indelible ink and each page shall be initialled by an authorised signatory of the Bidder or an Individual applicant, as the case may be. All the alterations, omissions, additions, or any other amendments made to the Proposal shall also be initialled by the person(s) signing the Proposal.

Sealing and Marking of Proposal

3.18. Each of the envelopes, both outer and inner, must be written with the following information:

a. Name and Address of Bidder, name of the contact person and phone numbers
b. "Proposal for the Project": [Write the Tender Notification Number]
c. TO BE OPENED IN THE PRESENCE OF TENDER EVALUATION COMMITTEE ONLY

3.19. If the envelope is not sealed and marked as instructed above, ULB assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of ULB, be rejected.

Proposal Due Date

3.20. Proposals should be submitted, as indicated above in schedule for the bidding process, in the manner and form as detailed in this RFP. Proposals submitted by e-mail, or any other transmission will not be accepted.

3.21. ULB may, in exceptional circumstances, and at its sole discretion, extend the above Proposal Due Date by publishing an Addendum.

Opening of Proposals and Clarifications

3.22. ULB would open the Qualification Criteria of the Proposals on any earliest convenient working day after the Proposal Due Date for the purpose of evaluation, however not later than _____days from the Proposal Due Date. The opening of the Qualification Criteria Proposal will be communicated to the bidders and any one representative of the bidder can participate in the bid opening. However, the evaluation of the qualification criteria will be done by the selection process of the ULB. The Financial offers of only the qualified bidders shall be opened after intimation of the date, time and venue of such opening, however not later than _____days from the date of opening of QUALIFICATION CRITERIA.

3.23. ULB reserves the right to reject any Proposal not submitted on time and which does not contain the information/documents as set out in this RFP document.

3.24. To facilitate evaluation of Proposals, ULB may, at its sole discretion, seek clarifications in writing from any bidder regarding its Proposal.

Evaluation and Selection of Successful Bidders

3.25. The Proposal would be evaluated by the ULB and suitably qualifying bidders will be selected for opening of the financial bid. The evaluation criteria are:

I. Bid documents were received on or before the prescribed time schedule.

II. Submitted bid proposals are clear with reasonable details, and as per the norms prescribed in this RfP.

III. The qualification criteria and experience meeting the requirements, and there are no inconsistencies between the proposal and the supporting documents.

IV. The bidder should have enough workforce, equipment, transportation and capability for regularly executing the works indicated in the work package.

V. The bidder should have sufficient experience to prove that she/he / it has sufficient capacities to execute the works as per the service level indicators, satisfactorily throughout the contract period.

VI. The Financial Offers of only those bidders, who meet the Qualification and Capability Criteria, would be opened.

VII. Among the qualified bidders for the same work package, the Bidder making the lowest Financial Offer would be declared as the Preferred Bidder. ULB may either choose to accept the Proposal of the Preferred Bidder (based on the qualifying criteria and the financial bid) or invite him for negotiations

VIII. In case there are two or more Bidders quoting the same lowest Financial Offer, ULB may in such case call all such Bidders for negotiations and select the Preferred Bidder on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of ULB.

3.26. ULB reserves the right to reject any Proposal, if:

a. At any time, a material misrepresentation is made or discovered; or
b. The bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.
c. The bidder has brought in any pressure or influence on any of the municipal authorities or the government for favouring his bid for selection.

3.27. In the event of acceptance of the Preferred Bidder with or without negotiations, ULB shall declare the Preferred Bidder as the Successful Bidder. ULB will notify the Successful Bidder through a Letter of Award (LoA) that its Proposal has been accepted.

3.28. The Successful Bidder shall execute the Agreement within [*insert the number of weeks*] of the issue of LoA or within such further time as ULB may agree to in its sole discretion.

3.29. The Successful Bidder shall also furnish Performance Security by way of an irrevocable Bank Guarantee, issued by a scheduled bank located in India in favour of [*insert name*], [*insert the name of the ULB*] as required under the Agreement.

3.30. Failure of the Successful Bidder to furnish the performance guarantee within the given time shall constitute sufficient grounds for the annulment of the LoA, and forfeiture of the EMD. In such an event, ULB reserves the right to

a. either invite the next lowest Bidder for negotiations

or

b. take any such measures as may be deemed fit in the sole discretion of ULB, including annulment of the bidding process.

3.31 Notwithstanding anything contained in this RFP, ULB reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

Appendix-A: Scope of Work

1. The scope of work includes:
    - Daily sweeping of the entire road lengths, from one end to the other end, as given in Table -1 above, using mechanical sweeping machines. The power operated sweeping machines should conform to the specifications detailed in this Scope of Work.
    - Transporting all the collected material to the places as designated by the ULB.
2. The bidder is required to deploy the required number of mechanical sweeping machines and the workforce as indicated in the Tables A1 and A2 below. The mechanical sweeping machines should conform to the technical specifications given in Tables A3 below.

Table -A1: Machinery and Workforce Requirement		
S No.	**Particulars**	**Quantity Requirement**
List of machineries that should meet the technical specifications stated in this Appendix.		
1	Truck mounted sweeping machines (Not older than 3 years)	
2	Inspection vans	

Table –A2: List of manpower for operations of mechanical sweeping machines		**Uniform and Safety Requirements**
1	Trained drivers	• Uniforms – 2 sets per year per operator / supervisor / sweeper • Helmets – 1 helmet per operator / supervisor • Nose Masks - as per requirement • Safety shoes – 1 pair per year per operator / supervisor/ sweeper • Mobile facility – 1 number per operator/supervisor/SM
2	Operators / workers required for the mechanized sweeping machines	
3	Field supervisors	
4	Senior Manager	

Conditions for Sweeping Machines' Operations

1. The contractor shall operate / ply, the truck mounted mechanical sweeping machines at the extreme left or at the right side of the carriage way,, to remove the dust, litter, debris etc. as directed by the ULB Project Engineer in charge and not at the middle / center of the carriage way until unless is being directed to do so, by the Project Engineer
2. Each sweeping machine should be deployed to work on 10PM – 6 AM shift basis on all the 365 days of the calendar year, including general and national holidays. The financial quote made should be for the equipment operation and service delivery on all the 365 days, without any additional claim other than the quoted and accepted payment and terms.

3. The mechanical sweeping machines shall display "ON _____ DUTY" and telephone number(s) for lodging any complaints by the citizen and road users. The telephone number(s) should be linked to the ULB central control room that monitors the services.
4. In case of any mishap/accident happening due to the machine operation on road or at the site of the machine working, the contractor shall take the complete responsibility for the occurrence. The contractor is responsible for registering a police complaint and attending to further legal processes and the ULB shall not be made a party to the occurrence.
5. The contractor's work should not affect or stop the traffic flow on the roads at the time of sweeping of the roads.
6. The contractor shall not put any hindrance to any other works, being carried out on the roads, with the authorization of the ULB. The sweeping contractor shall have to allow the other party to work and adjust his work accordingly and no claim shall be entertained on this account. In case of any dispute the decision of the ULB shall be final and binding upon all the parties concerned.

Technical Specification of the Mechanical Sweeping Machine

1. The machine should be capable of collection of different types of refuse e.g. stones, sand, leaves, sticks, papers, nails, bottles etc. without stopping the machine for manual collection. All sweeping and dumping operations should be mechanical and all control switches should be provided in the driver's cabin. The filtering, dust collection and emission of exhaust air from the hopper should comply with stipulated environmental norms. All the machines shall be fitted with GPS based vehicle tracking system. The machine should use CNG / diesel as fuel.
2. The bidder shall submit a catalogue and video CDs of the prosed sweeping machines to be deployed for this work.

General Specification:

3. The street sweeping machine shall be complete in all respects including operator's cabin, electrical, instrumentation, auxiliary items etc. All items essential for the desired operations of the machine, including those specifications which have not been specified, do form part of the scope of work.

Basic Technical Parameters

3.1 **Sweeping path/width**: The **Central Broom** should cover a width of at least 1250 mm and revolve without tilting. **Side brooms** should cover a width of at least 2100 mm and covered with dust covers so that **no dust goes out into the environment.**

3.2 **Sweeping Speed:** The speed of the sweeping machine should be up to _____ Km/hour in order to ensure that minimum inconvenience is caused to the traffic while sweeping operations are in progress.

3.3 **The road travel speed** should be at least ____ Km/ hour or more.

3.4 **The Refuse Collection** system should be equipped with regenerating or vacuum system, with the latest technology for effective and complete collection of refuse while sweeping at speeds up to ____ km/hr.

3.5 The machine should be capable of collection of different types of refuse e.g. stones, sand,

nails, bottles, leaves, sticks, papers, cloth etc. without stopping the machine for manual collection.

3.6 A **vacuum hose** should be provided with a minimum diameter of 150 mm in order to reach the inaccessible areas for cleaning by suction. The length of vacuum hose should be at least 4.0 meters.

3.7 There should washing system made up of double stainless steel water tank total volume not less than 1200 lit with a front spraying bar (washing path 2000 mm) with at least 100 bar.

3.8 The Power Sweeper Machine shall be fitted with thick brushes made up of steel/polypropylene and vacuum suction system, so that it is capable of picking up big size waste and variety of refuses like leaves, littering plastic paper/paper & debris - dirt, dust, sand, rubble, silt, wet waste, bottles, small stones, human excreta, cow dung, floating matters, broken glass, pet bottles, coconut shells, bulky huge accumulation of solid waste, etc. from the roads with speed & quality clearance etc.

3.9 The machine also shall be capable to lift mulched debris through compacting pulverizing impeller fan to give high collection capacity and safe pick up of broken glass & other sharp objects.

Hopper/Waste container

3.10 The volume of the waste container should not be less than 5 cubic meter.

3.11 The hopper should be made of stainless steel material and it should have a thickness of at least 2 mm.

3.12 The hopper should be capable of dumping refuse up to a height of at least 1.5 meters or more so that the refuse can be dumped onto suitable waste carriers/ dumpers to be carried to the dumping ground.

3.13 The hopper should be equipped with hydraulic system for dumping and closing of doors.

Dust Control

3.14 For control of dust, the equipment should have provision for sprinkling of water on the front brush and the two side brushes along with dust covers on side brush or any other effective dust control mechanism.

3.15 The filter deployed in the sweeping machine should be highly efficient and PM-10 compliant capable to sweep in wet condition after rains without clogging with following properties:

a. Complete insolubility to water, oil, vegetable, animal fats and chemicals with five resistant properties (i.e. does not spread flames at any point of operation time).
b. The filtering assembly shall also include a performing cleaning system which shall be easy.

Noise Level

3.16 The road sweeping machine should have very low noise levels. It should not exceed prevailing prescribed rules of Ministry of Environment and Forest, Government of India, so that it can be used in residential areas and near hospitals/educational institutions at night as well.

Safety System

3.17 The dashboard should be equipped with the following instruments in order to ensure safety of machine:

i. Electric machine electric hour counter
ii. Fuel level indicator
iii. Tachometer
iv. Engine oil warning light
v. Running lights lamp
vi. Position indicators lamp

vii. Hooter button
viii. Key switch
ix. Glow plug warm up warning light
x. Low fuel warning light
xi. Lifted up hopper warning light
xii. Refuse unload door open light
xiii. Battery charging warning light
xiv. High beam lamp
xv. Drive direction switch

Lights

3.18 The machine should have 'safety lighting system' with indicators on both left and right sides, a revolving light on top and headlights. There should be another two lights, one each on both right and left side of chassis, for viewing quality of sweeping at night. Besides headlights the vehicle should have two fog lights also.

Driver's Cabin

3.19 The driver's cabin should be covered and air conditioned. All controls should be easily accessible.

Spare Parts

3.20 Spare parts and consumables of the road sweeping machine must be available for the required period to run the operations without stoppage for want of these materials. Any work stoppage will be levied penal charges and the penalty will be deducted from the payments to the contractor.

Maneuverability

3.21 The sweeping machine should be suitable to the ULB road conditions

Table-A3: Other Specifications of the Mechanized Sweeping Machines

Sl. No.	Item Description	Bid Requirement
1	Mechanical sweeper category	GVW of chassis required is 16 T GVW
2	Sweeping system and dust control	Water sprinkler nozzles to be provided on the brush
3	Two vertical brushes on sides of the vehicle in front of fore wheels or just behind cleaning path	Both side steel polypropylene brushes and center brush of nylon or better quality.
4	Dust control system water sprinkling nozzles	Water sprinkler system should be operational while brush's are moving
5	Engine Power – Diesel Driven.	Separate auxiliary engine for sweeping operations with separate diesel! CNG tank
6	Collector Capacity (in ltrs)	Minimum 5 *Cum*
7	Control measure on PM-10 dust particle	Machine should be provided with necessary attachments to control measure on PM-10 dust particle.

Service Operations and Maintenance conditions

3.22 The contractor shall also supply Operations and Maintenance Manual showing detailed operation procedures including a list of Do's & Don'ts, blown up views of all major components and subassembly, detailed procedure for overhauling and replacement of each component, troubleshooting and remedies, lubrication schedule and preventive maintenance checklist for daily, and after 2500 hrs., and 10000, 25000, and 40,000 hrs., schedules. Contractor shall provide 2 sets of operator's and maintenance manual

3.23 Contractor needs to ensure that insurance is taken for each and every machine and should comply with applicable RTO norms. The contractor shall pay all RTO related expenses such as taxes, permit fee, Pollution Under Control certificate etc., for all the vehicles used for the contract execution.

3.24 The contractor shall organize a safe parking area for the machines and storage facilities for spares, consumables and other require accessories within the limits of the ULB.

3.25 The contractor is fully responsible for carrying out required repairs and maintenance at periodic intervals at the own cost of the contractor and the ULB will not be underwriting any of these costs.

3.26 All the machines deployed should be provided with real time GPS vehicle tracking system

3.27 Contractor shall adhere to norms of Minimum Wages Act and other applicable labour laws including PF/ESIC etc., Salaries of all the employees are to be paid on time as per applicable rules governed by labour laws in the state. It shall be duty of contractor to ensure proper documentation as per various Labour Laws is maintained. To this effect the bidder is required to provide an undertaking as per the proforma given in Annexure

3.28 The contractor is required to organize water required for the sweeping operations

3.29 The contractor shall ensure placement of Safety device(s) and signage(s) at work site during working hours, as per MORT & H [Ministry of Road Transport & Highways] Specification.

3.30 Repair and maintenance of sweeping machines/replacement of spare parts shall be done as per the OEM manual of the equipment / machines.

3.31 The waste collected from sweeping should be unloaded at only specified locations indicated by the ULB. Dumping of the material in any unspecified place will be considered a serious violation of the contractual terms and necessary legal actions will be initiated as per the prevailing environmental regulations.

3.32 If it is found by the Review authority that the waste collected is dropped at any place other than waste collection centers then a penalty of₹ 1,000/- per event shall be charged by the Authority and this amount will be automatically deducted from the immediate next payment to the contractor.

3.33 The contractor should ensure that the sweeping machines and other associated fleet of vehicles are kept clean and tidy during operations. Washing of vehicles should be done periodically to ensure vehicles are kept clean.

3.34 The ownership of the waste lies with the ULB. The contractor cannot sell or pilfer the Waste.

3.35 The contractor will have to remove any person employed on the work if so desired by the Review Committee/ ULB for any reason.

3.36 The contractor will have to follow all existing rules and regulations of the Government & labour department or as amended from time to time regarding the labour employed by him without entitling him for any extra claim on this account.

3.37 The contractor will have to follow all existing rules and regulations of the Government & labour department or as amended from time to time regarding the labour employed by him without entitling him for any extra claim on this account.

3.38 The contractor is required to track the vehicles deployed for the project through GPS and assess whether the vehicles are following the proper routes.

3.39 The contractor is required to review the data logs on the monthly basis of the contractor. Data logs to be prepared by contractor in discussion and consultation with GMC which shall cover attendance, GPS reports, duty slips, and repair and maintenance/spare parts replacement among

other things.

Penalty Clauses

3.40 If it is found by the Competent Authority that the roads mentioned and given to the contractor were not swept mechanically as per the scope of the work mentioned in the RFP, then penalty shall be levied maximum up to the rate agreed with the contractor in per Km per day and shall be deducted from the running bill of the contractor.

3.41 As disciplinary measure, following penalties would be levied so that defaults do not recur

Table–A4: Penalty Clauses	
Event of Default	**Penalty**
Non wearing of uniforms	₹100 INR per person employed per day
Driver not having valid Driving License	₹ 200 INR per event
Driver not keeping photo copy of RTO registration	₹ 200 INR per event

3.42 If there is a complete breakdown of service for a day, the fee for the day will not be paid and over and above 5% penalty will be imposed on the day's bill value.

3.43 Complaints will be referred to the Contractor by the ULB and the complaints are to be attended within 24 hours. If the complaints are not attended within the stipulated time of 24 hours, there will be a penalty of ₹ 1,000/- per each such complaint.

Contractor Fees and Payment Mechanism

3.44 Contractor payment for the month shall be calculated by following formula: Payment to be made by Authority every month = (A * B * C – D)

A : Fees agreed per Km per day
B : Km i.e. total length of road covered in the project
C : No of days in the particular month
D : Penalties

3.45 The Contractor shall, by 5th day of every month or in case the 5th day is a holiday, then on following working day of such month, submit to ULB /review committee a monthly bill providing amount of bill payable by the Authority (i.e. A * B * C). The Review Committee after deducting the penalties levied for such month approves the bill. (i.e. A * B * C – D)

3.46 The contractor Fee statement shall be verified by the designated officers of the ULB within 7 days of receipt of such statement by them.

3.47 For the payment of first month of operations, the Fee Statement, provided by the Contractor shall relate to the period commencing from date of start of commercial operation date (COD) till the end of the month and the Fee Statement shall be submitted on the 5th day of the succeeding month.

3.48 The ULB shall, within 30 days from the date of receipt of the monthly bill, pay to the contractor, the Fees in accordance with the formula given in clause 10.46 above. All the payments to the Contractor shall be made by way of ECS or the prevailing norms in the ULB.

.

Performance Monitoring

3.49 The quality and diligence in work delivery will be regularly monitored as indicated in the Tables-A-5 by the ULB officials and the department of Municipal Administration

3.50 Continuation of the bidders' work package contracts are fully subject to the condition that the required performance conditions are met all the time. In the event of failure to meet these conditions to the expected satisfactory conditions, the contract will be terminated as per the contractual clauses mentioned in the contract document.

Table A-5: Service Level Performance Indicators (KPIs) for Mechanical Sweeping and Formula for Levying Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level Benchmark	Weightage	Formula for Levying Penalties and Contract Termination
Coverage	GPS Reports	100%	30%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition :** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
Down time occurrences	Daily Downtime Logs	Zero Down time	15%	
Punctuality & Clean Dust Free Roads	Daily Run time Logs and Daily Random Checks	90%	15%	
Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off	Payment receipts	100%	15%	
Worker and Supervisor Absenteeism	Muster reports	100%	15%	
Maintenance of GPS system with related infrastructure Data Management & Reporting	Monthly Reporting& Logs	100%	10%	

Appendix –B

ULB base map indicating Main and Arterial Roads where Mechanical Sweeping is required to be done with the length of the roads to be swept.

Annexures (1 to 7)

Formats to be used by the Bidder for submitting the Proposal

Annexure -1

Covering Letter

(On the Letter-head of the Bidders)

Date:

To: [*Insert name and address of ULB Official*]

Sub: Submission of Bid for Work Packages No(s). Mechanical Road Sweeping and Transportation

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Being duly authorised to represent and act on behalf of myself / agency: ..... (hereinafter referred to as "the Bidder"), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of *(Nameof Bidder*) for the Work Package No(s)……..

We here submit Two sets- **one (1) original** and **one (1) copy**, with the details as per the requirements of the RFP, for your evaluation.

We confirm that our Proposal is valid for a period of _____calendar months from [*insert Proposal Due Date*].

Yours truly,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Title and Address of the Authorised Signatory)

Annexure -2

Details of Bidder

(On the Letter Head of the Bidder)

1. (a) Name of Bidder
   (b) Address of the office(s)
   (c) Date of incorporation and/or commencement of business

2. Brief description of the Bidder's main lines of business.

3. Details of individual(s) who will serve as the point of contact / communication for ULB with the Bidder :

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

4. Name, Designation, Address and Phone Numbers of Authorised Signatory of the Bidder

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

Annexure -3

Anti-Collusion Certificate

I / We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

I / We further acknowledge that in any later date, if it was found that I / we indulged in any of the corrupt activities mentioned in "Prevention of Corruption Act 1988", the ULB has the right to take necessary legal action.

Dated this .....Day of ....., 2015

.....
(Name of the Bidder)

.....
(Signature of the Bidder / Authorised Person)

.....
(Name of the Authorised Person)

Note: This Certificate is to be notarized

Annexure -4

Proof of Eligibility

It is Compulsory for the bidder to fill this statement and the bidder must attach only those documents that support this statement

Tender Reference No.__

Name of Work: _____

Name of Tenderer

ELIGIBILITY CRITERIA(To be filled by the Bidder)		
1	NET WORTH As on 31 March, 2015	**Rs….. Crore**
2	TURNOVER in Crores (During the immediate LAST 3 consecutive financial years)	
	2014-15	
	2013-14	
	2012-13	
3	List the Machinery owned by the bidder	

1. Attach copies of audited balance sheet
2. Proof of Ownership for the power operated mechanical sweeping machines

Details of Experience: The Bidder should furnish the details of eligible experience as set out below:

Sl. No.	Qualification Criteria	Details of the Work Executed	Documentary Proofs Such as Work Orders, Agreements, work Completion Certificate etc.[1]
1	Mechanical Street Sweeping	*(Bidder needs to write the details)*	*(mention the names of documents attached*

[1] Without fail, copies of the documents mentioned here should be enclosed with the proposal

Annexure -5

Undertaking for Maintenance of Fair Labor Practices

(Note: This undertaking should be on ₹ 100 bond paper duly notarized.)

I / we undertake to follow fair labour practices as per the Acts, Rules applicable in the State of Andhra Pradesh, for labour engagement, and indemnify the ULB from any labour encumbrances for the workforce employed in our rolls for executing the works awarded to me/ us through this RfP.

I / we further undertake that the following conditions will be maintained by us, failure of which may make the award of contract terminated by the ULB, with duly pointing out the lapses.

I/we undertake to make payment of monthly wages on or before the specified dates of the month and also remit the PF and ESI subscriptions on or before the specified dates.

I/we undertake to submit payment receipts in original for payment of wages, PF and ESI remittances for claiming the monthly payments for our services.

I/We undertake that we shall not use any fraudulent methods to subvert the worker payments and their lawful entitlements and we understand any such practices found and proven will make our contract terminable.

I / we shall maintain the following registers and, submit reports as per relevant Labour Laws and Rules.

i. Register of sanitary workforce employed for this work packages
ii. Muster roll, Register of wages deduction and Over-time registers in the forms prescribed.
iii. Issue of wage slip one day in advance of payment of wages.
iv. Issue of employment card in form XIV of the relevant Rules.
v. Submission of half-yearly returns by 30th June and 31st December to Labour Department and Principal Employer.
vi. Provision of health and welfare measures, such as crèches and first-aid facilities
vii. My / our office shall be registered under Andhra Pradesh Shops and Establishment Act, 1988.

Annexure -6

Financial Offer for the Project

ORIGINAL

Date:

The Commissioner, [*Insert address of ULB*]

Sub: Financial Bid for Work Package Zone No. for Mechanical Road Sweeping, and Transportation

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that

I / we would deploy the following resources for undertaking all he activities involved work package No._____. We also quote the amount that we would be charging from the ULB.

Work Package No.	Detail the no. of sweeping machines planned to be deployed[2]	Detail the number workforce planned to be engaged	Amount chargeable from ULB in ₹ per Month

I / we have reviewed all the terms and conditions of the Request for Proposal and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)

[2] Must enclose, the vehicle registration, ownership / leasehold registered agreements and the equipment manual with detailed equipment specifications and the operations and maintenance instructions

Annexure -7

Financial Offer for the Project

COPY

Date:

The Commissioner, [*Insert address of ULB*]

Sub: Financial Bid for Work Package Zone No. for Mechanical Road Sweeping, and Transportation

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that

I / we would deploy the following resources for undertaking all the activities involved work package No._____. We also quote the amount that we would be charging from the ULB.

Work Package No.	Detail the no. of sweeping machines planned to be deployed [2]	Detail the number workforce planned to be engaged	Amount chargeable from ULB in ₹ per Month

I / we have reviewed all the terms and conditions of the Request for Proposal and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)

[2] Must enclose, the vehicle registration, ownership / leasehold registered agreements and the equipment manual with detailed equipment specifications and the operations and maintenance instructions

ANNEXURE - IV

REQUEST FOR PROPOSAL

Residential Micro Pockets Management, Manual Sweeping of Main Roads, Litter Picking and Drains Cleaning

The information contained in this Request for Proposal ("RFP") document by [***name of ULB***] (hereinafter referred to as "ULB"), is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions are subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information that might help them to assist in the estimation of work quantities, and the quality parameters for formulating their Proposals. This RFP document does not contain all the information the bidder may require. The Bidder should conduct one's own study and analysis to arrive at the information required for preparing the proposal.

ULB, their employees and advisors make no representation or warranty and shall not incur any liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document.

ULB may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1. Schedule of bidding process

Bidders are advised to submit their proposal on or before the time and date at the office as indicated below; and the bids submitted after this time and date or at any other office will not be considered under any circumstances, unless notified by the ULB with full information of the altered time, date and the office for submission.

Sl. No	**Event Description**	**Date**	**Office Address**
1	Closing date for Issue of RFP	[*date*]	
2	Proposal Due date / Submission date	Date Time	
3	Pre Bid Meeting	Date Time	
4	Opening of Technical Bid (Qualification Criteria)	Date Time	
5	RfP Clarification Enquiries Phone / Person	Before Date: between Hrs. to Hrs.	
6	RfP Clarification by email	Before Date: Time:	Email id:

Cost of RFP Document	Rs. Xxx /- [Rupees xxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]

Cost of EMD	Rs. Xxx /- [Rupees xxxxxxxx only] in the form of a crossed demand draft (non-refundable)/banker's cheque drawn in favour of [*Insert Name*] on any scheduled bank, payable at [*Insert Place*]
Performance Guarantee	

Tender Details

Maintenance of Sanitation and Solid Waste Management in Residential Area Micro Pockets, Manual Sweeping of Main Roads, Litter Picking and Drains Cleaning

Tender Notification No. Date:

[N*ame of ULB*] invites detailed Proposals for the following Work Packages which consist of maintenance of sanitation and solid waste management in the residential micro pockets, sweeping and litter picking in the adjoining main and arterial roads and cleaning of drains as indicated in the Table-1 given below. The scope of the activities for sanitation, solid waste collection road sweeping and drains cleaning and waste transfer activities are detailed in Appendix- A. The bid proposals are to be made keeping in full consideration, the work quantities and the quality requirements as detailed in **Table-1 and Appendix-A**.

A ULB base map indicating the corresponding locations of the micro pockets, details of streets, roads, drains, transfer points and designated locations for deposit are given in **Appendix-B**.

Table-1: Maintenance of Sanitation and Solid Waste Management in Residential Area Micro Pockets, Manual Sweeping of Main Roads, Litter Picking and Drains Cleaning

(Note: Micro Pocket level details are to be given by the ULB)

Work Package No. _____ (_____ no. of micro pockets)

							Micro Pocket Management					Road Sweeping, Litter Picking and Drains Cleaning		
							MSW Collection and Primary Transportation		Street Sweeping		Drains Cleaning			
Sl. No.	**Ward No**	**Micro Pocket No.**	**No .of Gates**	**No of Waste Generators**	**Names of the locality / roads, streets, lanes and Bi- lanes**	**Start Point and End Point with Landmarks**	**MSW Collection Timings / Schedules**	**Transfer points to primary / secondary transportation**	**Length of the Streets, lanes and Bi lanes (in meters)**	**Width of the Streets, lanes and Bi lanes (in meters)**	**Length of the shallow surface drains (in meters)**	**Main and Arterial Roads Length (in meters)**	**Drains Length (in meters)**	**Rod Sweeping and Drains Cleaning Schedules**
1	**2**	**3**	**4**	**5**	**6**	**7**	**8**	**9**	**10**	**11**	**12**	13	14	15

2. Instructions to Bidders

2.1 For each work package as indicated in Table-1 above, separate proposals are required to be submitted. Each work package including all the indicated micro pockets in that package is considered as one tender / contract. The bidder is required to submit the proposal for any one package, after considering the scope of the responsibilities in the micro pockets. They cannot reduce or increase the number of micro pockets for any package other than as indicated in Table -1 above.

2.2 The Bidder is responsible to bear all the costs involved in preparing the proposal and participating in the bid. Any such bid participation costs should not be included in the bid amount quoted by the bidder and such costs will **not** be allowed.

2.3 In case any modifications are made to this RfP, at the discretion of the ULB, such modifications will be notified in the same publication (notice board, newspaper, bulletin etc.). Prospective bidders are advised to keep watching for any modifications, announced in the same publication in which the original invitation of the publication appeared.

2.4 The Proposal submitted by the bidder shall be valid for a period not less than _____calendar months from the proposal due date (proposal validity period). ULB reserves the right to reject any proposal, which does not meet this requirement.

2.5 The Proposals would be evaluated on the basis of the criteria set out in this RFP Document.

Earnest Money Deposit (EMD)

2.6 Each Proposal shall be accompanied by EMD of Rs.[*insert amount*] [Rupees *(insert amount in words)*].

2.7 The EMD shall be in the form of a crossed demand draft / banker's cheque drawn in favour of [i*nsert name*], [*insert name of ULB*] on any nationalised scheduled bank, payable at [i*nsert name of place*].

2.8 However, for the following categories of bidders, payment of EMD is not applicable.

a)

b)

2.9 The EMD of unsuccessful bidder would be returned within a period of One Month from the date of announcement of the successful bidder. The EMD submitted by the successful bidder would be released upon furnishing the performance security amounting a value equal to _____ of the bid value valid for the entire contract period and _____ months thereafter.

2.10 The Bidder would provide all the information as per this RfP. ULB would evaluate only those proposals that are received in the required format and are complete in all respects. Each proposal shall comprise the following:

A. Qualification Criteria

3.11. The Bidder must have the following experience to qualify for participating in the bid process

i. Door-to-door collection of municipal solid waste and transportation of the same to designated locations for at least a period of _____ months.

ii. Regular cleaning / sweeping of streets and roads for at least _____kilometres or regular cleaning / sweeping of streets and roads for at least a period of _____ months

iii. Regular cleaning of shallow surface drains for at least _____kilometres or regular cleaning of drains for at least a period of _____ months

iv. The Bidder shall have either ownership or term lease in the name of the bidder or at least an agreement with the lessor for the period of _____year.

a. The number of transport vehicles (push carts, tricycles or battery operated vehicles, adequate for the number of micro pockets (work packages) for which the bid is submitted.

b. The bidder should have financial capability to meet the working capital expenses such as interest on the capital investment if any, payment of lease rents, all labour costs and the expenses towards conservancy materials for period of at least three months. The proof of this financial capability can be shown through a banker's credit certificate from any Government of India's nationalised bank as specified in Annexure.

v. The bidding firm shall have the following certificates / registration

b. EPF Registration Certificate
c. ESI Registration Certificate
d. Service Tax Registration Certificate

vi. The bidder should be willing to engage those workers who are currently working on contract basis with the ULB in maintenance of sanitation works. The conditions of engagement can be as per the contract labour act as prevailing in the state of AP. To this effect , the bidder should submit a notarized affidavit of undertaking as specified in Annexure-5.

B. Bid Submission

3.12. All documents mentioned below, after filling in should be submitted in one cover, as per the detailed instructions given in clause 3.14, super scribing on the top cover as:

"QUALIFICATION DOCUMENTS FOR BID PROPOSAL for
"Maintenance of Sanitation and Solid Waste Management in Residential Area Micro Pockets, Manual Sweeping of Main Roads, Litter Picking and Drains Cleaning"

1. Covering letter in the format set out in Annexure-I
2. Details of the Bidder in the format set out in Annexure-II
3. Anti-collusion certificate in the format set out in Annexure-III
4. Proof of Eligibility in the format set out in Annexure-IV
5. Undertaking to Maintain Fair labour practices in Annexure-V
6. Financial Bid – Original Annexure-VI
7. Financial Bid – Copy Annexure-VII
8. Proof of Purchase of the RFP Document
9. EMD in original

C. Financial Bid

3.13. Financial proposal should be submitted in two sets of copies – One Original & another as Copy as given in Annexure-VI &VII of this RFP document.

3.14. The bidder shall prepare two sets of documents for bid submission.

Set One will contain:

i) All the qualification documents (put in Cover -A and seal it); Write on the **Cover-A ORIGINAL - QUALIFICATION CRITERIA FOR MICRO POCKET MANAGEMENT, ROAD SWEEPING, AND DRAINS CLEANING"**

ii) Financial Proposal – After filling all the details in Annexure-VI and VII format, put in another separate **Cover- B- ORIGINAL** and seal it. Write on the cover **"-FINANCIAL PROPOSAL FOR MICRO POCKET MANAGEMENT, ROAD SWEEPING, AND DRAINS CLEANING"**

iii) Put both these covers into a **Larger Cover- C - ORIGINAL** and write in bold letters **BID PROPOSAL FOR MICRO POCKET MANAGEMENT, ROAD SWEEPING, AND DRAINS CLEANING"**.

Set Two will contain

iv) Copy of all the above mentioned documents. They should be marked **"COPY"** on the top of both Qualification Criteria and Financial Proposal. Both these covers should be put in one large cover and marked on the top of the cover as **"COPY-BID PROPOSAL FOR MICRO POCKET MANAGEMENT, ROAD SWEEPING, AND DRAINS CLEANING"**.

3.15. The envelopes marked as 'ORIGINAL' and 'COPY' shall then be sealed in a single outer envelope and submitted to the appointed officer on or before the prescribed date and time.

3.16. In the event of any discrepancy between the original and the copy, the original shall prevail.

317. The Proposal, both the original and the copy shall be typed or written in indelible ink and each page shall be initialled by an authorised signatory of the Bidder or an Individual applicant, as the case may be. All the alterations, omissions, additions, or any other

amendments made to the Proposal shall also be initialled by the person(s) signing the Proposal.

Sealing and Marking of Proposal

3.18. Each of the envelopes, both outer and inner, must be written with the following information:

a. Name and Address of Bidder, name of the contact person and phone numbers
b. "Proposal for the Project": [Write the Tender Notification Number]
c. TO BE OPENED IN THE PRESENCE OF TENDER EVALUATION COMMITTEE ONLY

3.19. If the envelope is not sealed and marked as instructed above, ULB assumes no responsibility for the misplacement or premature opening of the contents of the Proposal submitted and such Proposal, may, at the sole discretion of ULB, be rejected.

Proposal Due Date

3.20. Proposals should be submitted, as indicated above in schedule for the bidding process, in the manner and form as detailed in this RFP. Proposals submitted by e-mail, or any other transmission will not be accepted.

3.21. ULB may, in exceptional circumstances, and at its sole discretion, extend the above Proposal Due Date by publishing an Addendum.

Opening of Proposals and Clarifications

3.22. ULB would open the Qualification Criteria of the Proposals on any earliest convenient working day after the Proposal Due Date for the purpose of evaluation, however not later than _____days from the Proposal Due Date. The opening of the Qualification Criteria Proposal will be communicated to the bidders and any one representative of the bidder can participate in the bid opening. However, the evaluation of the qualification criteria will be done by the selection process of the ULB. The Financial offers of only the qualified bidders shall be opened after intimation of the date, time and venue of such opening, however not later than _____days from the date of opening of QUALIFICATION CRITERIA.

3.23. ULB reserves the right to reject any Proposal not submitted on time and which does not contain the information/documents as set out in this RFP document.

3.24. To facilitate evaluation of Proposals, ULB may, at its sole discretion, seek clarifications in writing from any bidder regarding its Proposal.

Evaluation and Selection of Successful Bidders

3.25. The Proposal would be evaluated by the ULB and suitably qualifying bidders will be selected for opening of the financial bid. The evaluation criteria are:

a. Bid documents were received on or before the prescribed time schedule.
b. Submitted bid proposals are clear with reasonable details, and as per the norms prescribed in this RfP.
c. The qualification criteria and experience meeting the requirements, and there are no inconsistencies between the proposal and the supporting documents.
d. The bidder should have enough workforce, equipment, transportation and capability for regularly applying conservancy materials in the work package.
e. The bidder should have sufficient experience to prove that she/ he / it has sufficient capacities to execute the works as per the service level indicators, satisfactorily throughout the contract period.
f. The Financial Offers of only those bidders, who meet the Qualification and Capability Criteria, would be opened.
g. Among the qualified bidders for the same work package, the Bidder making the lowest Financial Offer would be declared as the Preferred Bidder. ULB may either choose to accept the Proposal of the Preferred Bidder (based on the qualifying criteria and the financial bid) or invite him for negotiations
h. In case there are two or more Bidders quoting the same lowest Financial Offer, ULB may in such case call all such Bidders for negotiations and select the Preferred Bidder on the outcome of the negotiations. The selection in such cases shall be at the sole discretion of ULB.

3.26. ULB reserves the right to reject any Proposal, if:

a. At any time, a material misrepresentation is made or discovered; or
b. The bidder does not respond promptly and diligently to requests for supplemental information required for the evaluation of the Proposal.
c. The bidder has brought in any pressure or influence on any of the municipal authorities or the government for favouring his bid for selection.

3.27. In the event of acceptance of the Preferred Bidder with or without negotiations, ULB shall declare the Preferred Bidder as the Successful Bidder. ULB will notify the Successful Bidder through a Letter of Award (LoA) that its Proposal has been accepted.

3.28. The Successful Bidder shall execute the Agreement within [*insert the number of weeks*] of the issue of LoA or within such further time as ULB may agree to in its sole discretion.

3.29. The Successful Bidder shall also furnish Performance Security by way of an irrevocable Bank Guarantee, issued by a nationalised scheduled bank located in India in favour of [*insert name*], [*insert the name of the ULB*] as required under the Agreement.

3.30. Failure of the Successful Bidder to furnish the performance guarantee within the given time _____ shall constitute sufficient grounds for the cancellation of the LoA, and foregoing the EMD. In such an event, ULB reserves the right to

a. either invite the next lowest Bidder for negotiations

or

b. Take any such measures as may be deemed fit in the sole discretion of ULB, including annulment of the bidding process.

3.31 Notwithstanding anything contained in this RFP, ULB reserves the right to accept or reject any Proposal, or to annul the bidding process or reject all Proposals, at any time without any liability or any obligation for such rejection or annulment, without assigning any reasons thereof.

Appendix-A: Scope of Work

1. A Micro Pocket is an area within a municipal ward with clearly identified boundaries (roads, streets, lanes and by lanes) as defined and determined by the ULB. A ward may have one or more micro pockets. Each residential micro pocket contains:
    - 300 to 350 waste generating units which are households, shops, vendors and places of public gathering and utility situated within that residential area.
    - A household is any type of housing structure, slum pocket, and multi-floor housing complexes containing less than 20 residential units (**Note:** Multi-floor housing complexes, Apartments of more than 20 residential units are NOT part of the scope of this tender.)
    - Main and Arterial Roads, wherever they are adjoining the micro pockets will also become part of that micro pocket for executing the specified works.
    - Similarly, the shallow surface drains, situated on the main and arterial roads will also become part of that micro pocket for executing the specified works.
    -

    (Note: See the Table 1 in Section 1 above, indicating the name, identification number, and boundaries with the names of roads, streets, lanes and by lanes, starting and end points, and collection timings for those Micro Pockets for which this tender is called for.)
2. The undermentioned activities are to be carried out as indicated in a Micro Pocket – residential areas, roads, streets, lanes and bi-lanes situated within the specified micro pocket.
    a. Gate-to-gate collection of source segregated solid waste (wet-organic; dry-inorganic; and domestic hazardous separately) at the gates / doors of the households, shops, vendors and places of public utility. – Daily
    b. Manual sweeping of roads, streets, footpath, pavements, bus shelters that are located within the jurisdiction of the specified residential micro pocket and removal of any litter and animal carcasses - Daily
    c. Cleaning of street and road side surface drains and removal of garbage, litter and silt from the surface drains – Daily
    d. Disinfectant spraying, shrubs cutting, removing earthen heaps, vector control activities and / or any other sanitation activities listed, in the frequency specified by the ULB.
    e. Transportation of the collected wastes from all the above activities, by suitable means of transportation at the micro pocket and at the transfer points to the designated locations. – Daily
    f. During the transportation, after collection of solid waste and the swept material, multiple manual handling should be avoided. The waste should be directly transferred from one vehicle to another without tipping the waste on to the road and lifting again.

Gate-to-Gate Solid Waste Collection and Primary Transportation

1. The waste generators in the micro pocket are expected to do source segregation and handover the wastes to the Public Health Workers (Even the contractor's staff shall be known a PH workers) in three separate categories, viz.,

    a. biodegradable organics (should be handed over in a bin or suitable container **and not in a plastic carry bag**,

    b. dry recyclable materials (can be handed over in a bin or suitable container, and

    c. household hazards (diapers and sanitary pads should be wrapped in old newspapers preferably marked as "**X**"),

    This waste should be given to the PH workers at the time schedules specified by the ULB. To this effect, the ULB and the department of MAUD will undertake extensive awareness creation and IEC activities. The ULB will adopt suitable enforcement measures to ensure that the waste generators adhere to specified rules.

2. The public health workers (engaged by the successful bidder) are required to collect biodegradable organics, dry inorganic recyclables and household hazards, on a daily basis at the prescribed time for the micro pocket, in their pushcart, or tricycle or a battery operated vehicle. The wet organic, dry inorganic and household hazards should be collected, transported and disposed separately and PH workers who resort to indiscriminate mixing will be penalised along with the contractor.

3. As quite a lot of behaviour change is required from the citizen and the house holders to follow the specified practices, the Sanitation Workforce needs to politely tell the wastes generators to follow the waste separation practice and accept wastes from only those who follow the specified rules. The identities of those who continuously fail to follow the waste separation practice should be communicated to their respective supervisor of the micro pocket for levying, collecting penal charges and taking punitive action.

4. Once the materials are collected from the household they become municipal solid waste and is the property of the ULB and should be transported and handed over to the designated place specified by the ULB.

Roads, Street Sweeping, Litter Picking, Surface Drains Cleaning, Disinfectant spraying, Vector Control and other Sanitation activities

i. The sweeping of all the streets, footpaths, pavements and care shall be taken that the sweeping activity does not hinder traffic movement on the roads.
ii. All the litter thrown on the roads, streets, foot paths, pavements, bus shelters, foot / road over bridges and all such paved and unpaved public utility areas, shall be picked up, separately carried and transported to the designated places
iii. Cleaning of shallow surface drains / mouth of shoulder drains shall be done in the micro pocket including the adjoining main roads on a daily basis or as indicated in Table 1.

iv. All the weeds and shrubs on the streets, footpaths, pavements and near the drains shall be uprooted on a regular basis as per the given micro pocket plan.
v. Similarly earthen heaps and any dead animals are also to be removed and transferred on the same day to the appointed points / locations.
vi. Disinfectant spraying shall be carried out only on the surface areas cleared off waste black spots (infected spots due to waste accumulation in open heaps) and hot spots (open urination/defecation spots) and not along the road boarders unnecessarily.
vii. Vector control activities like anti-larvae spraying fogging etc., are also to be carried out in the micro pocket as specified by the ULB.

Workforce and Material Requirements

1. The necessary number and types of workforce and the quantities of transport, tools & tackles and conservancy materials are given below in Tables -1 and 2 below. All these requirements are to be met as per the quality conditions indicated and maintained at all times.
2. The bidder is fully responsible for deploying required number the Sanitation Workforce and replacements to accommodate absenteeism. At scheduled timings, the required number of sanitation workforce (contractor's PH Workers) should be available in the field. The bidder is also fully responsible for the operations and maintenance of the equipment and vehicles and should meet all recurring costs of operations, maintenance and repairs.

Supervisory Requirement:

1. The sanitation workforce (PHW's) allotted to each Micro Pocket needs to be supervised on a daily basis by an appointed Supervisor. There should be a minimum of one supervisor per election ward and if required more in case the number of micro pockets are above 10 in that election ward. He / She is required to maintain all the daily records such as i) attendance of the sanitation workforce,(ii) % of door to door collection and coverage, (iii) % of source segregation (iv) approximate amount of waste collected on daily basis in each micro pocket. He / she is also responsible for store keeping of the tools, tackles and conservancy materials as given in the Table – 3 below. These conservancy materials are required to be used regularly and this activity should be regularly monitored both by the appointed staff of the contracted bidder and the sanitary inspector of the ULB. The PH officials of the ULB will conduct surprise checks and verify the works and the corresponding records at regular frequency and report to the municipal commissioner for necessary action.

Table 1: Rationalized Norms for Manpower Deployment
Manpower Allocation
2 PH Workers for each Residential Area Micro Pocket **3 PH Workers in each Micro Pocket which includes main Road Sweeping and Drains Cleaning Activities also.** (The additional worker is allotted for sweeping and mopping of a range of 250 to 300 meters length of the main and arterial roads , and cleaning of drains in that stretch) **Note:** While planning the manpower strength, assuming certain level of absenteeism on any day, the bidder should plan for reserve work force to ensure that on any day, the micro pocket activities should be attended to by the required number of workers. In case, if workers are found to be absent, the amount equivalent to the daily wages of the worker will be deducted from the monthly payments to the contractor.

Table 2: Rationalized Norms for Collection and Transportation Vehicles
Primary Collection and Transportation (from household to transfer point)
• Push Carts / Tricycles - 1 Each per Micro Pocket, for primary collection • 6-8 number of 60-80 liter HDPE waste bins with lid to each of the push cart / tricycle for collecting source segregated waste. (The push carts / tricycles should be of such a design that the workers will be able to push them with ease with fully filled bins. The floor of the push carts / tricycles should be at such height from the road to enable lifting off the fully filled bins for loading the waste into the secondary transportation vehicle. These bins are necessary for directly transferring the waste from the push carts / tricycles to the secondary transportation vehicles (**Note:** Multiple times manual handling of the waste by tipping the waste on to the road and lifting again should be avoided, as this method creates unhygienic conditions on the streets / roads and increases worker efforts) • 2 number of poly ethylene tarpaulin (80 liters) bags for collecting source separated dry recyclable waste. • Debris, drain silt, road dust, and other inerts should be collected in separate vehicle (other than the vehicle for wet and dry waste collection) at a separate time to avoid mixing of the silt waste with wet organic and dry recyclable waste. • In the cases where Micro Pocket / Ward streets are wide enough for the movement of 3 / 4 wheeler motorized vehicles, these vehicles can be used for primary collection. In this case, these vehicles are required to serve more than one micro pocket / ward depending on the route length and waste volumes required to be covered. • However to mitigate pollution and achieve fuel cost efficiency, it is advised that the contractor deploy battery operated autos for primary collection depending on the prevailing street / road conditions.

- In the case of all motorized vehicles, based on the volume of the carrying container, the container is to be permanently partitioned with metal separators (welded to the container) in the ratio of 80% (for wet waste) and 20% (for dry high value recyclables

Secondary Transportation Vehicles (for transporting the collected wastes from the primary collection vehicles to the designated transfer stations / storage yards, as planned in the ULB)

Battery Operated Autos (BOA) / Light commercial vehicles (LCV) / Tractor Trailers / Tippers / Heavy Loaders / Compactors

- These vehicles should be used in an optimized manner to cover services to a cluster of Micro Pockets / Wards.
- To ensure 100% coverage of the allotted area, the primary collection vehicles (waste collectors) are expected to make two or three trips in their micro pockets to collect the solid waste and transport it to the transfer points.
- The success of the micro-pocket management depends on proper transfer without the waste touching the ground and multi-handling and avoiding the bin system, as the bin system is inefficient and gives possibility for the residents to dump mixed waste in and around the bins. The wastes get strewn around and also overflow from the bins causing very unsanitary conditions.
- A suitable route planning (for secondary transportation) should be done for directly transferring the waste from the primary collection vehicle (push cart/ tricycle/ autos) into the secondary transportation vehicle.
- For each Micro Pocket and Ward, transfer points and timings at which the secondary transportation vehicle can arrive at the transfer points are to be identified and planned. This plan should be submitted by the bidder, and this plan will be an important section in the final contract agreement. The micro pocket workers need to synchronize their reporting at the transfer point at fixed timings to transfer the waste into the secondary transportation vehicle.
- The secondary transportation routes are to be planned to suit collection of waste from the adjoining micro pockets also to optimize the route plan and vehicle utilization.
- Arrangements for electronic weighing machines are to be made in the transportation vehicle, so that the waste collected from the micro pockets will be weighed for each round of transfer and data recorded by the driver / loader and the responsibility for this activity should be fixed.
- ULB will organize Nagara Deepikas to accompany the micro pocket collection vehicle, who will ensure that the weighment is done and the data recorded correctly. Equivalent penalty will be levied on the contractor on monthly basis, for failure to collect the waste in a separated manner and meeting the quantity requirements in the specified manner.
- The secondary transportation vehicles are to be planned to ensure that they make 2 trips to collect the solid waste (both wet and dry in separate partition) and 1 trip to collect drain silts and road sweeps.

- The required number of vehicles should be suitably planned for each circle and the contractor's supervisor / contractor will be responsible for ensuring deployment of assured number of vehicles.

Table 3: Rationalized Norms for Tools and Implements

Tools & Tackles	NOs.	Tools & Tackles	NOs.
Plastic Bins(60 – 80 Lts) ('Plastic Dabbalu')	8	Rakes for Scrapping ('Rekulu')	6
Tubs (15 – 25 Lts) ('Gumpa')	4	Sickle ('Kodavali')	2
Hand Spades 9" ('Chethi Para')	3	Axe ('Goddali')	1
Drain Spades 6" ('Kalva Para')	3	Crowbar ('Palugu')	1
Drain Spades 12" ('Kalva Para')	2	Heavy Knives ('KommaKathhulu')	1
Long Handle Forks ('Dantenalu')	1		

Table 4: Rationalized Norms for Tools and Implements

Conservancy Materials	Quantity /Month
Disinfectant Spraying with Lime Powder / bleaching powder(calcium hydroxide) with required mix of chlorine Currently, large quantities of lime powder / bleaching powders are sprayed along the road boarders during VIP visits, whereas bleaching powder should be used in minimum quantities to treat blackspots (open heaps) and hot spots (open urination/defecation spots) after cleaning. Waste heaps should be avoided by reducing multi-manual handling methods, which in turn will reduce need for bleaching power spraying. Preventing open urination / defecation will further reduce use of disinfectant spraying indiscriminately.	10-12 kg per month
Vector Control: Spraying Abate-Temophos monthly 5 ml :20 Liters water:	2 Liters per month
Vector Control -Anti-larvae oil Monthly Note: Monsoons and Post-monsoon seasons are the peak times for mosquito breeding requiring more focused care for anti-larval and adult mosquito fogging. Day-time fogging with handheld machines in resting places under culverts should be done regularly	25 Liters
At the ward level, one number each of Mosquito Sprayer and Fogging Machine needs to be used	

Performance Monitoring

1. The performance of the contractor will be regularly monitored by the ULB officials by periodical supervision, and data capturing by electronic and manual methods on the parameters given in Table-5 below. The table also gives the formula for levying penalties and contract termination.
2. Continuation of the bidders' work package contracts are fully subject to the condition that the required performance conditions are met all the time. In the event of failure to meet these conditions to the expected satisfactory conditions, the contract will be terminated as per the contract agreement conditions.

Table 5: Service Level Performance Indicators (KPIs) for Micro-Pocket Management and Formula for Penalties and Contract Termination

Key Performance Indicators	Field Evidence	Service Level	Weightage	Formula for Levying Penalties and Contract Termination
Coverage	100% collection coverage daily is the key to prevent indiscriminate littering & disposal - Providing collection service at least 6 out of 7 days is a top priority	100%	20%	• Daily Performance will be recorded and service failure (deviation from the benchmark levels) will be calculated on monthly basis • Formula for levying monthly penalties from the payment of monthly contractor premium **Penalty to be levied :** = (Monthly Contractor Premium X Weightage of the Indicator) X % of Service Failure **Illustration for Failure in Coverage Indicator** (Rs. 2,00,000 X 35%) X 10% = Rs. 7,000 **Termination Condition :** Continuous failure to achieve 80% satisfaction in all the indicators, subsequently for three months will result in termination of contract with a notice period of one month.
Segregated Collection - Weighment at Micro Pocket Transfer Point and at the Designated Place	Collection of the dry and wet waste in the quantities within the range as per specified by the ULB (to ensure that the coverage targets are achieved fully)	80% (80% Wet 20% Dry)	20%	
Dust free and litter free roads, Free flow drains without chocking	Sweeping for removal of dust creates clean and aesthetic look to the ULB and is a top priority Manual Collection of Litter at regular intervals and sweeping of pavements, Road margins, Bus Stops, FOBs, Subways and areas where mechanical sweeping is not possible.	80%	10%	
Citizen Complaints & Resolution Within 24 hours	Complaint and redressal reports	90 %	10%	
Payment of Salary, PF, ESI, Protective Wears and One day Weekly Off	Payment receipts	100%	20%	
Worker and Supervisor Absenteeism	100% attendance of allotted manpower is a priority as there is provision for reserve PHWs	100%	10%	
Social Audit / IVRS Satisfaction Levels	Audit Reports, IVRS reports	90%	10%	

Appendix –B

ULB base maps indicating ward No. and boundaries

showing all micro pocket No. and boundaries,

(Street view with area names and landmarks and boundaries should be clear)

Annexures (1 to 7

Formats to be used by the Bidder for submitting the Proposal

Annexure -1

Covering Letter

(On the Letter-head of the Bidders)

Date:

To: [*Insert name and address of ULB Official*]

Sub: Submission of Bid for Work Package No. for Sanitation and Solid Waste Handling in the respective Micro Pockets of the work package.

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Being duly authorised to represent and act on behalf of myself / agency: ..... (hereinafter referred to as "the Bidder"), and having reviewed and fully understood all of the Proposal requirements and information provided and collected, the undersigned hereby submits the Proposal on behalf of *(Nameof Bidder*) for the Work Package No(s).....

We here submit Two sets- **one (1) original** and **one (1) copy**, with the details as per the requirements of the RFP, for your evaluation.

We confirm that our Proposal is valid for a period of _____calendar months from [*insert Proposal Due Date*].

Yours truly,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Title and Address of the Authorised Signatory)

Annexure -2

Details of Bidder

(On the Letter Head of the Bidder)

1. (a) Name of Bidder
   (b) Address of the office(s)
   (c) Date of incorporation and/or commencement of business

2. Brief description of the Bidder's main lines of business.

3. Details of individual(s) who will serve as the point of contact / communication for ULB with the Bidder :

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

4. Name, Designation, Address and Phone Numbers of Authorised Signatory of the Bidder

   (a) Name :
   (b) Designation :
   (c) Company/Firm :
   (d) Address :
   (e) Telephone number :
   (f) E-mail address :
   (g) Fax number :
   (h) Mobile number :

Annexure -3

Anti-Collusion Certificate

I / We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, I / we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

I / We hereby certify and confirm that in the preparation and submission of our Proposal, I / we have not acted in concert or in collusion with any other Bidder or other person(s) and also not done any act, deed or thing which is or could be regarded as anti-competitive.

I / We further confirm that we have not offered nor will offer any illegal gratification in cash or kind to any person or agency in connection with the instant Proposal.

I / We further acknowledge that in any later date, if it was found that I / we indulged in any of the corrupt activities mentioned in "Prevention of Corruption Act 1988", the ULB has the right to take necessary legal action.

Dated this .....Day of ....., 2015

.....
(Name of the Bidder)

.....
(Signature of the Bidder / Authorised Person)

.....
(Name of the Authorised Person)

Note: This Certificate is to be notarized

Annexure -4

Proof of Eligibility

Details of Experience

The Bidder should furnish the details of eligible experience as set out below:

Sl. No.	Qualification Criteria	Details of the Work Executed	Documentary Proofs Such as Work Orders, Agreements, work Completion Certificate etc.[1]
1	Door-to-door collection of municipal solid waste from the waste generators and transfer to designated points / locations	*(Bidder needs to write the details)*	*(mention the names of documents attached*
2	Regular cleaning / sweeping of streets, cleaning of drains and vector control Activities.	*(Bidder needs to write the details)*	

C. Financial Capability

The Bidder shall submit a Solvency Certificate from an auditor for an amount of Rs.[*insert amount*] [*Rupees (insert amount in words)*].

D. Financial Offers of only those Bidders who qualify as per the above parameters, would be opened.

[1] Without fail, copies of the documents mentioned here should be enclosed with the proposal

Annexure -5

Undertaking for Maintenance of Fair Labor Practices

(Note: This undertaking should be on ₹100 bond paper duly notarized.)

I / We undertake to engage the workers, notified by the ULB *(mention the name of the ULB)* for the works given under this contract.

I / we undertake to follow fair labour practices as per the Acts, Rules applicable in the State of Andhra Pradesh, for labour engagement, and indemnify the ULB from any labour encumbrances for the workforce employed in our rolls for executing the works awarded to me/ us through this RfP.

I / we further undertake that the following conditions will be maintained by us, failure of which may make the award of contract terminated by the ULB, with duly pointing out the lapses.

I/we undertake to make payment of monthly wages on or before the specified dates of the month and also remit the PF and ESI subscriptions on or before the specified dates.

I/we undertake to submit payment receipts in original for payment of wages, PF and ESI remittances for claiming the monthly payments for our services.

I/We undertake that we shall not use any fraudulent methods to subvert the worker payments and their lawful entitlements and we understand any such practices found and proven will make our contract terminable.

I / we shall maintain the following registers and, submit reports as per relevant Labour Laws and Rules.

i. Register of sanitary workforce employed for this work packages
ii. Muster roll, Register of wages deduction and Over-time registers in the forms prescribed.
iii. Issue of wage slip one day in advance of payment of wages.
iv. Issue of employment card in form XIV of the relevant Rules.
v. Submission of half-yearly returns by 30th June and 31st December to Labour Department and Principal Employer.
vi. Provision of health and welfare measures, such as crèches and first-aid facilities
vii. My / our office shall be registered under Andhra Pradesh Shops and Establishment Act, 1988.

Annexure -6

Financial Offer for the Project
ORIGINAL

Date:

The Commissioner / Chief officer,

[*Insert address of ULB*]

Sub: Financial Bid for Work Packages No(s). for Sanitation and Municipal Solid Waste Handling in the respective Micro Pockets.

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that I / we would charge the following amounts for handling all the activities referred in this RfP

Financial Bid Details[2]			
1. No. of personnel planned to be deployed for the entire Work Package			
Items	**Number**	**Monthly Emoluments including Wages, Statutory Payments and other Welfare Benefits**	**Service Charges as % of the value**
Field Workers			
Supervisory and Managerial Staff			
Total			
2. No. of Vehicles Tools and Implements Planned to be deployed for the Work Package[3]			
Item Wise List	**Quantities**	**Monthly Usage Charges**	**Service Charges as % of the value**
Total			
3. Quantities of Conservancy Materials Planned to be used (per month)			
Item Wise List	**Quantities**	**Monthly Usage Charges**	**Service Charges as % of the value**
Total			

[2] The bidder may add as many items, as he/she / they want to provide for the services with right quantities and the monthly usage charges and service charges as given in the table. The rows in this table can be added suitably to provide as much detail as required by the bidder.

[3] The bidder should attach a detailed transportation plan along with the routes, schedule and types of vehicles as per which he plans the secondary transportation.

I / we have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)

Annexure -7

Financial Offer for the Project

COPY

Date:

The Commissioner / Officer,

[*Insert address of ULB*]

Sub: Financial Bid for Work Packages No(s). for Sanitation and Municipal Solid Waste Handling in the respective Micro Pockets.

Ref: Your Notification No. _____ dated _____

Sir/Madam,

Having gone through this RFP document and having fully understood the Scope of Work for the Project as set out by ULB in the RFP, I / we are pleased to inform that I / we would charge the following amounts for handling all the activities referred in this RfP

Financial Bid Detail[2]			
1. No. of personnel planned to be deployed for the entire Work Package			
Items	**Number**	**Monthly Emoluments including Wages, Statutory Payments and other Welfare Benefits**	**Service Charges as % of the value**
Field Workers			
Supervisory and Managerial Staff			
Total			
2. No. of Vehicles Tools and Implements Planned to be deployed for the Work Package[3]			
Item Wise List	**Quantities**	**Monthly Usage Charges**	**Service Charges as % of the value**
Total			
3. Quantities of Conservancy Materials Planned to be used (per month)			
Item Wise List	**Quantities**	**Monthly Usage Charges**	**Service Charges as % of the value**
Total			

[2] The bidder may add as many items, as he/she / they want to provide for the services with right quantities and the monthly usage charges and service charges as given in the table. The rows in this table can be added suitably to provide as much detail as required by the bidder.

[3] The bidder should attach a detailed transportation plan along with the routes, schedule and types of vehicles as per which he plans the secondary transportation.

I / we have reviewed all the terms and conditions of the Request for Proposal including the Draft Agreement and would undertake to abide by all the terms and conditions contained therein. I / we hereby declare that there are, and shall be, no deviations from the stated terms in the RFP Document.

Yours faithfully,

For and on behalf of (*Name of Bidder*)

Duly signed by the Authorised Signatory of the Bidder

(Name, Designation and Address of the Authorised Signatory)

Signature of the Issuing Authority / ULB Representative

(Note: The RfP issuing authority (ULB) should sign both Original & Copy financial formats before issuing RFP document and financial offers should be obtained on these formats only)